

# ACTIVE LISTENING STRATEGIES

## 1. Paraphrase



In your own words, clearly express back what the customer has just communicated.

## 2. Empathy



Make sure the client understands you recognize their emotions and concerns.

## 3. Questions



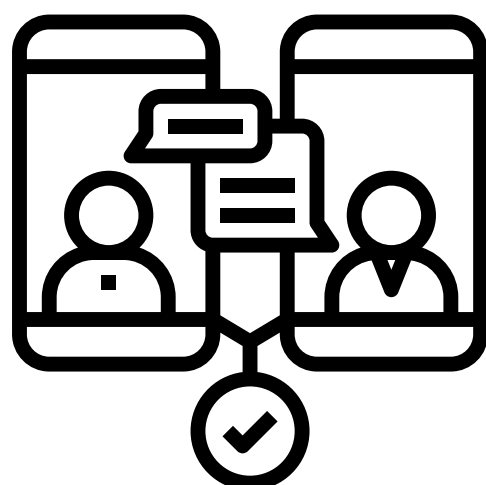
Ask open ended questions to gather more information. For example, "Can you tell me more about.."

## 4. Be Patient



Allow the customer to speak without interruption.

**With active listening, customer service agents can build the foundation for a meaningful conversation.**



**Stellar Assist**