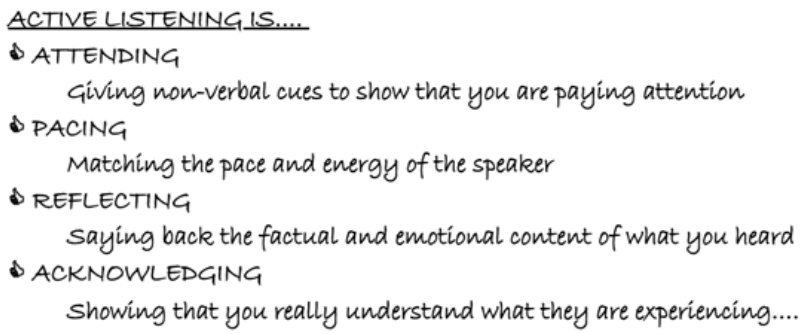
Dispute Resolution Center
OF THURSTON COUNTY

Conflict SMART Worksheet
Video 2: Active Listening



"People don't just hear words. They understand what you mean and why it matters, that's the power of Active Listening. By hearing the feelings behind the words, they move from conflict to connection and could start [working] together..."

Ready, Set, Go: *Mentally shift from "What's my comeback?" to "What are they really saying?"*

Reflection

Think back to a recent conversation where you caught yourself planning a response.

- What thoughts or worries pulled your attention away from the speaker?
- How did your body feel (posture, tension, breath) when you noticed that shift?
- Pause now and silently replay the speaker's words—what emotions or needs do you sense beneath them?

Summarizing

Practice distilling meaning in real time.

- Recall one clear statement from that conversation.
- In one sentence, summarize what you believe the speaker meant or felt.
- How did your summary change the way you perceived their message?

Curiosity

Use questions to deepen understanding and connection.

- Write two "how" or "what" questions you could ask next time, based on that summary:
- Reflect: How might each question invite the speaker to share more?