

MEET Listening Observation Form

Put a “+” for each time the skills are used. Note examples or outcomes when possible.

Mirroring (M)

Attending (leaning forward, maintaining eye contact, speaking in a warm natural voice, using encouragers: yes, I see, mm-hmm etc.)

Paraphrasing (saying in own words, “So what you are saying is...”, “It sounds like...” “Is that right?”)

Empathy (E) Summarizing in a word or a short phrase the emotion the other is feeling.

Empowering Questions (E) Questions that help the person to learn and reflect. (Open-ended questions; ask “What” or “How” rather than “Why”.)

Track the Type of Interaction (T) Is the focus on telling, selling or gelling?