



Promoting positive opinion about refugees: Being an active listener

How to be an active listener for social change

- R** Receive (pay attention to the person, actively listen, lean in)
- A** Appreciate ('hmm...', 'oh', 'okay')
- S** Summarize (So...')
- A** Ask (ask questions afterwards)

Adapted from: [Five ways to listen better](#) - 7 minutes worth watching!

How to keep the conversation flowing

Here are some ways to stay at ease, curious, inviting and keep the conversation flowing:

- Tell me more about...(If your curiosity is piqued)
- This is what I heard you say... is it what you meant? (If your instinct is to counter another's statement)
- What led you to this point of view? (If you are with someone who advocates for a fixed position)
- I notice your passion on this issue; what makes this so important for you? (If someone begins lecturing and intellectualizing)
- What if the opposite were true? (If you are with someone who always agrees with you)
- Can you say that in another way? (If you suspect you don't understand)
- I'd like to offer another point of view... (If you hold a different opinion)
- I'm wondering if you have some thoughts or feelings about what you've been hearing... (If someone has been silent)
- If what you are proposing came to pass, how would things be different? (If someone's ideas are very abstract)

Adapted from: [Bread and Borders Toolkit](#)

Some other tips

- Be respectful in one's language and tone. Avoid "demonizing" those with different perspectives
- Avoid personal criticism or labelling
- Be prepared for uncomfortable conversations. We **MUST** have them to arrive at greater understanding and dialogue.

Adapted from: Andrew Griffith, ['We can have open, respectful debates on immigration'](#)