

## ***Listen and Summarize (Secondary)***

Have you ever been so upset with someone that it was hard to focus on what they were saying? Maybe they were trying to explain why they had done something, but all you could think about was what you were going to say back.

When you have a disagreement with someone, it can be hard to focus on what they are saying because your emotions are getting in the way. It's important to listen to what the other person is saying and try to understand their perspective so you can resolve the issue. When it's difficult to focus on what the other person is saying, use the strategy ***listen and summarize*** to help you focus and show respect for the other person. When you ***listen and summarize***, you:

1. make eye contact with the other person,
2. listen carefully to what they are saying, and
3. use your own words to repeat back what they told you. You can use phrases like "It sounds like ..." or "In other words ..." to help you summarize what the other person has told you.

I used the strategy ***listen and summarize*** when I was upset with my mom for not letting me hang out with my friends. When she started to explain why I couldn't see my friends, it was hard to focus on what she was saying because I was mad at her. I didn't want to make things worse, and I wanted to understand why she hadn't let me spend time with my friends, so I used the strategy ***listen and summarize*** to help me focus. I made eye contact with my mom and listened closely to what she was saying. She explained that I couldn't hang out with my friends, because my grandparents were coming to visit. They had wanted to surprise me, and that's why she hadn't told me. It was important to her that I spend time with them because they hadn't visited in a long time and they were excited to hear about how I was doing. I summarized what my mom had told me by saying, "My grandparents wanted to surprise me, so you told me I couldn't hang out with friends, and it's important that I spend time with my grandparents." She said that she was glad that I understood, and I felt better about not being able to go to spend time with friends. I also really wanted to spend time with my grandparents this weekend. By using the strategy ***listen and summarize***, I was able to better understand my mom's actions.

The next time you find it difficult to focus because you are feeling angry or frustrated, use the strategy ***listen and summarize*** to help you understand the other person and show them that you care.