



Autumn Reflections



BENEFITS OF HAVING GOOD REFLECTIVE LISTENING SKILLS

- Encourages the other person to keep talking
- Corrects misunderstandings, false assumptions, and misinterpretations
- Reassures the speaker that you are listening
- Gives you a much deeper insight into the needs of a person
- Helps you remember what was said
- Helps you quickly establish rapport, especially when feelings are reflected
- Builds mutual respect
- Shows that you have good listening skills
- Improves your communication skills

REFLECTIVE LISTENING IS:

- A statement back to the person about what you think they said.
 - What you think a person means may not be what they mean. Think to yourself: What do I think they mean? What is she really trying to say? It does not need to be correct.
 - Reflective listening begins with a way of thinking. It includes an interest in what the person has to say and a desire to.
- A way to makes people feel understood. You show that you truly understand how the person sees things.
- One of the best ways to show someone you have listened to and understood what they said, is to reflect or paraphrase the content back to them.
- In its purest form saying back to the person what you think the meaning of their statement or question is or what you hear somebody else is saying.
 - The very act of reflecting back what the other person is saying will immediately cause you to stop before you act on your automatic interpretations.
 - By practicing, you can train your *reflective listening muscle*.

Reflective listening also includes feelings

- The use of reflective listening as a communication skill involves not only reflecting words, but also reflecting feelings.
- This applies most often when someone talks to you in an emotional way. Such as when they are upset, happy, sad, angry, etc...
- By reflecting feelings, like "You seem really upset by that" you are acknowledging their feelings, and telling them you understand those feelings.

IMPROVING YOUR REFLECTIVE LISTENING SKILLS

- The reflection should be short, simple, and easily understood.
- When using reflective listening skills, you can begin phrases with:
 - So it sounds like...
 - In other words...
 - It looks like...
 - So you are saying...
 - You mean that...
 - It seems that...

Some additional reflective listening activities

A. After having attended (the state seminar, a weekend activity, a sporting event, a good movie, etc...) **hear** and **reflect** on people's experiences by working in pairs to discuss these statements:

- The two most interesting things I heard at the (seminar/event, etc...) were_____.
- Three things that I will do differently after having attended the (seminar/event, etc...) are_____.
- What I enjoyed the most was _____ because_____.

- **Change partners after completing the questions.**

B. A potential discussion question: How has my work been affected in times of miscommunication?

*Wisdom is the reward you get for a lifetime of listening when
you'd have preferred to talk.*

~Doug Larson



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2% Passive

61.8 Reading Ease

7.4 Grade level