



## Reflective Listening

- I. Reflective Listening
  - a. Intentionally focus on who you are listening to (individual or group) in order to understand what they are saying
  - b. As the listener you should be able to repeat back in your own words what they have said
    - i. Doesn't mean you agree, but understand what they are saying
    - ii. Focus on the emotion of what they are saying
  - c. Reflective listening is not:
    - i. Ordering, direction or commanding
    - ii. Warning or threatening
    - iii. Giving advice, making suggestions, providing solutions
    - iv. Persuading with logic, arguing, lecturing
    - v. Moralizing, preaching
    - vi. Judging, criticizing, disagreeing, blaming
  - d. The tennis match of opposition
    - i. Some individuals are used to communication with people who disapprove of them
    - ii. They will expect you to go against what they say
    - iii. If you want to move beyond the back and forth, you cannot act as an opponent
  - e. How to stop the opposition
    - i. Try to draw out the opinion or plan of the person you are talking to
    - ii. Use reflective listening to mirror what you hear
    - iii. Bring up any sort of tension that they may want to consider
    - iv. Allow them to weigh both sides of a problem or situation