



Reflective Listening

Preview Points

- Reflective listening helps engage others in relationship building, creating trust, and fostering motivation. It takes skill to do it well.
- Listening breakdowns occur in three places: The speaker does not say what is meant. The listener does not hear correctly. The listener gives a different interpretation to what the words mean.

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THREE LEVELS OF REFLECTIVE LISTENING:

1. Repeating or rephrasing—The listener repeats what is said or paraphrases what was said, staying close to what the speaker has said
2. Paraphrasing—The listener makes a big restatement.
3. Reflection of feeling—The listener emphasizes the emotional aspect of communication.

STEPS TO LISTENING CAREFULLY:

Focus on feeling words.

What is the context of the message?

Observe body language.

Develop empathy by asking oneself: "If I were having that experience, what would I be feeling?"

Validate the individual's thoughts and feelings.

Concluding Points

- Reflective listening enhances a person's ability to connect with others.
- Reflective listening requires a fair amount of skill and practice.