



# Best Practices for Reflective Listening

## WE ENCOURAGE YOU TO USE THESE GUIDELINES

Reflective listening is a special and intentional type of listening practice that involves paying respectful attention to another person's perspective and feelings. Reflective listening is about truly understanding, and then letting your conversation partner know they are being heard and understood.

Reflective listening is useful in a variety of situations and can result in better relationships, collaborations, compromises, and partnerships. From within our own homes, to our workplaces and within our broader community and society, we believe that learning how to truly listen is an integral part of empathy, understanding and creating a brighter future, together.

Please follow the four steps below to guide you in your reflective listening practice. It will be challenging, but try your hardest not to deviate from the script below!

### Step One: Initiate

(THE SPEAKER STARTS THE CONVERSATION WITH THE LISTENER.)

- I have a concern about [redacted]. Would you be open to talking about that now? If not, is there a good time we can connect?
- I really love [redacted] about how you [redacted]. However, I'm feeling misunderstood about [redacted]. Can we talk about that?

### Step Two: Listener Clarifies and Validates

(HINT! YOUR GOAL IS TO SIMPLY KEEP YOUR CONVERSATION PARTNER TALKING.)

- Can you tell me more about that?
- That sounds really painful.
- I can see how I have contributed to this problem, but I'm unsure what to do. Can you tell me more?
- Thank you. Is there anything else you'd like to share with me?

### Step Three: Listener Reflects and Summarizes:

- What I hear you saying is: [redacted]. Do I have that right? *(Continue this step until your partner feels understood.)*

### Step Four: Listener Empathizes and Connects:

- What you're saying makes sense to me because [redacted].
- I see how this happened. If I could do it over again I would have [redacted].
- I understand the negative impact my actions/words had and how I hurt you.
- I can understand how I've contributed to your experience. Do you have some ideas on how I can make things better?