

# Reflective Listening

## (cheat sheet)



### Step One: Initiate

*(The speaker initiates the conversation with the listener.)*

⚡ I have a concern about \_\_\_\_\_. Would you be open to talking about that now? If not, is there a good time we can connect?

⚡ I really love/appreciate how you \_\_\_\_\_. However, I'm feeling misunderstood about \_\_\_\_\_. Can we talk about that?

(If the listener says no, ask about scheduling a better time for the conversation. If the listener say "yes," the initiator may continue by using "I" statements to discuss your concern. Bonus points if the initiator can use words to describe feelings, not just opinions or thoughts.)

### Step Two: The Listener Clarifies and Validates

*(HINT! Your goal is to simply keep your conversation partner talking. This is hard, but you can do it!)*

⚡ Can you tell me more about that?

⚡ Can you tell me more about how that made you feel?

⚡ That sounds really painful.

⚡ Is there anything else you'd like to share?

### Step Three: Listener Reflects and Summarizes

⚡ What I hear you saying is: (Reflect back to your partner a summary of what they have shared.) Do I have that right?

⚡ Continue this step until your partner feels understood. If this answer is no, continue with clarifying. When the answer is yes, proceed to step four!

### Step Four: Moving Forward

*(Check yourself. Are you being defensive? Keep this focused on your partner, their experience & needs.)*

⚡ I can see how I have contributed to this problem, but I'm unsure what to do. Can you tell me more?

⚡ If I could have a do-over in this situation, here is what I would do:

⚡ I really see how this happened. I recognize that I hurt you and I am sorry. Would it be helpful to hear what my intent was?

⚡ I'd love to make this better. Do you want to share any ideas or hopes about how we can move forward?