

# REFLECTIVE LISTENING

Do you have a person in your life who, no matter how carefully you explain something to them, they simply don't seem to get it? I mean, you give clear instructions, you draw a picture, and they nod their head. Then as you get up to leave, it's like they walk off in totally the wrong direction having no clue what you just said. It makes me want to rip my fur out.

Well, there is a technique that can help. If you're smart, you'll use this all through your life when giving or receiving instructions, because it works.

## FLIP OVER FOR YOUR NEXT CHALLENGE



### EARN THIS NUGGET

Practice reflective listening four times with your parents. Then use it four times for real in your interaction with others.

LEVEL H

PERIOD 1

TASK 2

Well, there is a technique that can help. If you're smart, you'll use this all through your life when giving or receiving instructions, because it works. I am going to introduce you to a concept called reflective listening. The reason this is so effective is, if we are totally honest, none of us are particularly good at listening. When we should be listening, we are probably doing one of the following:

- Daydreaming and letting our minds wander.
- Thinking through our response.
- Assuming we know what the speaker is talking about and hoping they will hurry up and stop talking.

What all this means is we are in danger of totally missing the point. Many times when a person has been offended by me, it is because they have misunderstood what I was saying.

So here is how we will fix this:

- When a person is talking, LISTEN. Don't think of what your response will be, don't daydream, listen.
- Don't interrupt them. When they have finished, repeat back what they said, only in your own words ... "So if I understand you right, what you are saying is ... etc."
- Now, if you heard them right, they'll say, "Yes, you got it." If you didn't hear it the way they intended it to be understood, they have the opportunity to correct you.

What this does is give you the opportunity to make sure you fully understand what the other person is saying or expects from you. It totally cuts out miscommunication.

