

Listening and Reflection Skills

Listening is not the same as hearing! To truly listen to someone, you need to really concentrate on what they are saying, understand what they are trying to say and then reinforce that you have heard and understood them by reflecting it back to them.

How to show you are listening

- Maintaining appropriate eye contact
- Smiling
- Leaning in towards the person
- Nodding
- Giving verbal responses such as “yes, go on, uh-huh”
- Not interrupting
- Not using your phone or looking at your watch



Reflecting back

To reflect, you can use statements such as “it sounds like...(provide a synopsis of what the person has said)”. If you have got it wrong, the person will correct you

If you need more information – ask for it!

If you feel that you need more clarity, ask for it. “Did you mean...?”, “Have I got this right...?”, “It sounds like you are saying...”

Respect the other person’s point of view even if it isn’t yours
(remember ‘I’m OK, you’re OK’)

Treat others how you wish to be treated

