

Name _____

Period _____

Reflective Listening Skills

Directions: Read and listen to the statements below. After reading and listening to the teacher read the statements, write a response for each statement demonstrating **reflective listening** on the part of you the listener.

Your answer should demonstrate the response. Remember a dialogue is a conversation between two people. One person sends a message (the statement). The person who receives the message then responds (your written response). Make sure to include all of the points each speaker makes. Do not assume any facts. (Note: offering reasons, solutions or excuses for behavior is not part of the reflective listening response and must be avoided.).

In each of your responses, underline all words that show you will restate the points made by the original speaker.

Look at the example below. Note each part of the sender's statement is also mentioned in the reflective listening statement.

- **(Statement)** I get furious with him when he says things that suggest that I don't take good care of the kids.
- **(Active Listening Response)** What I think I hear you saying is that you feel furious when he implies that you're not a good caregiver for your kids.

From the statements listed below, select a different phrase to use for each one of the dialogues you need to complete.

- "What I think I hear you saying is..."
- "In other words, you think that..."
- "Correct me if I'm wrong, but aren't you saying..."
- "Let me review what I've heard you say. Please correct me if I leave anything out."
- "I hear you saying...Is that right?"

1. **Father to Son/Daughter:** "I am sick and tired of you asking to borrow the car when you haven't completed your homework or your chores, you leave your room in a total wreck and you have been disrespectful to your family. You need to grow up and learn to show some respect.

Response:

2. **Friend to Friend:** "I can't believe what you just heard. Mike asked me to go to Homecoming; however, Brian told me that Mike has been calling Jessica. I thought she was my friend and I thought Mike was faithful. I am so angry – what am I going to do?

Response:

3. **Teacher to Student:** "I am very concerned about your lack of progress in this course. You haven't been keeping up with your work and the work that you have been submitting is of poor quality. You are a senior and this course is a graduation requirement. If you don't start turning in your work you are going to fail this course and possibly miss graduation."

Response:

4. **Friend to Friend:** I just don't know what to do about my parents. It seems like they just don't understand me. Everything I like seems to go against their values, and they just won't accept my feelings as being right for me. It's not that they don't love me, they do, But they just don't accept me.

Response:

5. **Friend to Friend:** I'm really bummed out. I don't know what to do with my life. I'm sick of school, but there just aren't any good jobs around, and I really don't want to join the service. I could just drop out for a while, but that doesn't sound very good either.

Response:

6. **Boyfriend/Girlfriend to Partner:** I'm so tired of you always choosing the activities that we do on dates. You never even ask me what I want to do, you just always expect me to like whatever you choose. I like being with you, but I also would like a say in what we do when we go out.

Response: