

Examples Of Reflective Listening

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DX: I expected you to come for your first appointment yesterday. I was looking forward to attending to you. I can't believe you did let me know you won't be available. Now, you must avail yourself of your appointments going forward.

Me: You're saying that you could have attended to me yesterday, and I should have notified you that I won't be available. Also, are you saying that I should make sure that I come to see you as scheduled for an appointment?

DX: I am sure that is what I am saying.

Me: I am glad you have given those instructions.

DX: How Mike's project is doing? We bumped into each other last week in a restaurant. I didn't get a chance to ask him.

Me: We are asking how Mike's project is progressing. Also, are you saying you met Mike last week?

DX: Sure, that is what I am asking. I met him last week.

Me: Mike's project is progressing well.

DX: I expect we will meet next week same day at the same time.

Me: so we meet same time this coming week.

DX: Sure. I have a great week.

Me: You too.

Example Of Reflective Feeling

DX: I expected you to come for your first appointment yesterday. I was looking forward to attending to you. I can't believe you did let me know you won't be available. Now, you must avail yourself of your appointments going forward.

Me: You're saying you felt disappointed by me that I didn't show up yesterday. So you felt offended by my absence.

DX: I am sure that is what I am saying.

Me: I am glad you have given those instructions.

DX: How Mike's project is doing? We bumped into each other last week in a restaurant. I didn't get a chance to ask him.

Me: You want to know about Mike's project progress. Did you meet him last week? Was he happy to see you?

DX: Sure, that is what I am asking. I met him last week.

Me: Mike's project is progressing well.

DX: I expect we will meet next week same day at the same time.

Me: so we meet same time this coming week.

DX: Sure. I have a great week.

Me: You too.

Observations Of The Partner Actions And Word

I observed that under reflective hearing, my partner was able to notice that I understood the message he was conveying. Also, I realized he became too attentive when replying to my point of view and understanding his message. Furthermore, I could feel he allowed me to see his feelings, for example, the facial expression of disappointment. In responding to my question, he was sure of the message he was conveying. There was a greater and better connection between us, as well as an understanding of the message.

Observations During Reflective Hearing

Reflective hearing can help people in the conversation come to a greater understanding. I observed that reflective hearing could reduce complaints. Also, reflective hearing can improve interaction since reflecting are changes that makes a conversation better. Moreover, it improves the surety of the statement of the individuals interacting. Since the receiver confirms what he or she is being told, he makes sure that the statement given is correct. Furthermore, I observed I put my point of view aside, and I let the sender realize my words in his point of view. Reflective hearings increase the attentiveness of conversation since the receiver is interested in the sender's point of view.

Reflective helps in arriving at a consensus understanding between the sender and the receiver (Burke et al., 33). Also, I observed that reflective feeling helps one gain insight into the sender's emotional responses. For instance, I felt disappointed that you did not show up for your appointment. Also,

reflective feeling helps in managing emotions and feelings of the conversation. Moreover, helps in identifying the feelings and sorting out multiple meanings of the conversation.

Reflective Hearing Summary

Reflective listening is one of the most powerful skills of communication. Reflective listening is as known as mirroring. Therefore, reflective hearing is the way a mirror reflects one's image. In reflective listening, a receiver can verbally reflect the sender's words using his or her point of view (Arnold, 354). Reflective hearing is difficult to use and learn, but it pays off since it helps the partners develop great and solid connections. The mirroring technique is useful in eliminating doubts and provides an effective understanding between the parties involved.

Reflective listening is not a repetition of the message word by word. Thus, reflective hearing is the receiver's point of view of the sender's message. Repetition of the word by word is called parroting. Therefore, reflective listening is not about remembering all the details that were said or repeating words. The assumption that someone can repeat back anything that was said he or she is listening is incorrect. Thus, listening to words is not enough, but understanding the message or the subject of the words said is reflective listening.

In the reflective hearing, the receiver conveys the words of what the sender believes and thinks about the subject, the receiver feels and emotions towards the subject, behaviors and intentions of the sender towards the topic, the sender's needs and wants, the values and his interpretation of the subject (Arnold, 354). Thus, in the inflective hearing, the understanding point of view of the receiver of the sender's message is key to a better connection between the partners and the clarity of the message.

Works Cited

Arnold, Kyle. "Behind the mirror: Reflective listening and its Tain in the work of Carl Rogers." *The Humanistic Psychologist* 42.4 (2014): 354.

Burke, Paul, and Melinda Hohman. "ENCOURAGING SELF-REFLECTION IN THE REFLECTIVE LISTENING PROCESS." *Clinical Supervision Activities for Increasing Competence and Self-Awareness* (2014): 33.