

# Reflections

Responding to the other person by reflecting the thoughts and feelings you heard in their words, or noticed in their behaviour shows you are listening with precision. This doesn't mean solely hearing words. It means thinking, interpreting, and trying to understand what the other person is communicating.

Reflection will help you become a better listener. When reflecting, you simply repeat back what someone has just said, but by using your own words.

## Example

**Speaker:** "I just don't understand him. One minute he says one thing and the next minute he says something completely different."

**Listener:** "You seem to be confused by his actions."

## Tips for better reflecting

- Don't repeat the sentence word by word, it will come off as parroting.
- Pay attention to non-verbal cues as much as the words.
- You don't have to reflect everything a person has said. Focus on the main point.
- Try not to add to speakers meaning something that hasn't been told.
- Focus on emotions.
- Switch between different phrases:
  - I am hearing that...
  - You feel like...
  - It sounds like...
  - It seems as if...
  - You are telling me that...
  - I get a sense that...