

Introduction to  
**reflective  
listening**

**tūturu.**

## **Guide me to be a patient companion, to listen with a heart as open as the sky.**

Grant me vision to see through their eyes and eager ears to hear their story.

Create a safe and open mesa on which we may walk together.

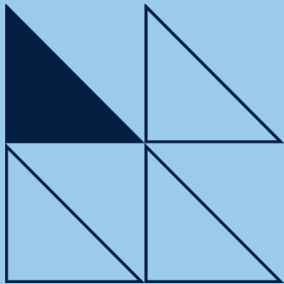
Make me a clear pool in which they may reflect.

Guide me to find in them your beauty and wisdom, knowing your desire for them to be in harmony: Healthy, loving and strong.

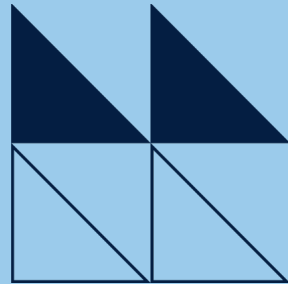
Let me honour and respect the choosing of their own path and bless them to walk it freely.

May I know once again that although they and I are different, yet there is a peaceful place where we are one.

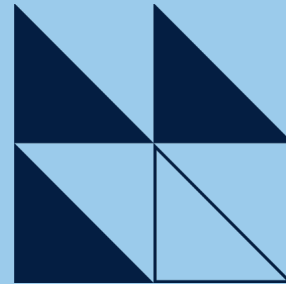
# Outline



Introducing  
empathy



Thinking  
reflectively



Forming  
reflections



Summary

# Introduce reflective listening

**1**

## Spirit

Partnership  
Acceptance  
Compassion  
Evocation

**2**

## Strategies

Develop discrepancy  
Decisional balancing  
Importance and confidence  
Providing information  
Responding to discord  
Interacting with change

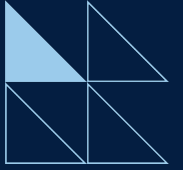
**3**

## Counselling skills

OARS:  
Open ended questions,  
Affirming, Reflective  
listening, Summarising  
change

**4**

## Change talk



# Introducing empathy

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**“What people  
really need is a  
good listening to.”**

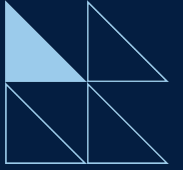
*Mary Lou Casey*

**“Most people do not listen to  
understand; they listen with  
the intent to reply.”**

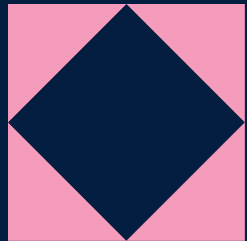
*Steve Covey, [The Seven Habits of Highly Successful People](#)*



# A model of communication



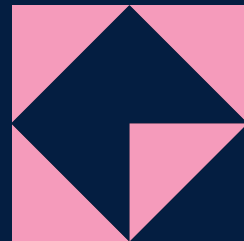
What the speaker means



*Encoding*



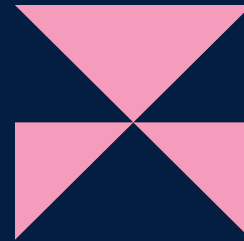
Words the speaker says



*Hearing*



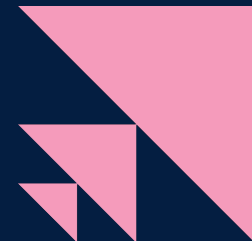
Words the listener hears

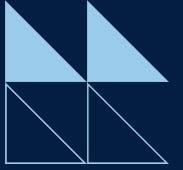


*Decoding*



What the listener thinks the words mean





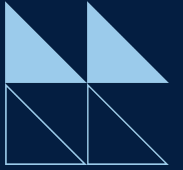
# Thinking reflectively

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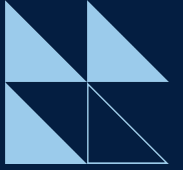


**Thinking  
reflectively is  
like asking**

**Do you mean  
that you...?**



- ▲ **Speaker:** One thing I like about myself is...
- ▲ **Listener 1:** Do you mean...?
- ▲ **Speaker:** Yes or no
- ▲ **Listener 2:** Do you mean...?
- ▲ **Speaker:** Yes or no



# Forming reflections

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# Reflections

## Simple

Sticks close to the speaker's words without adding further meaning

## Complex

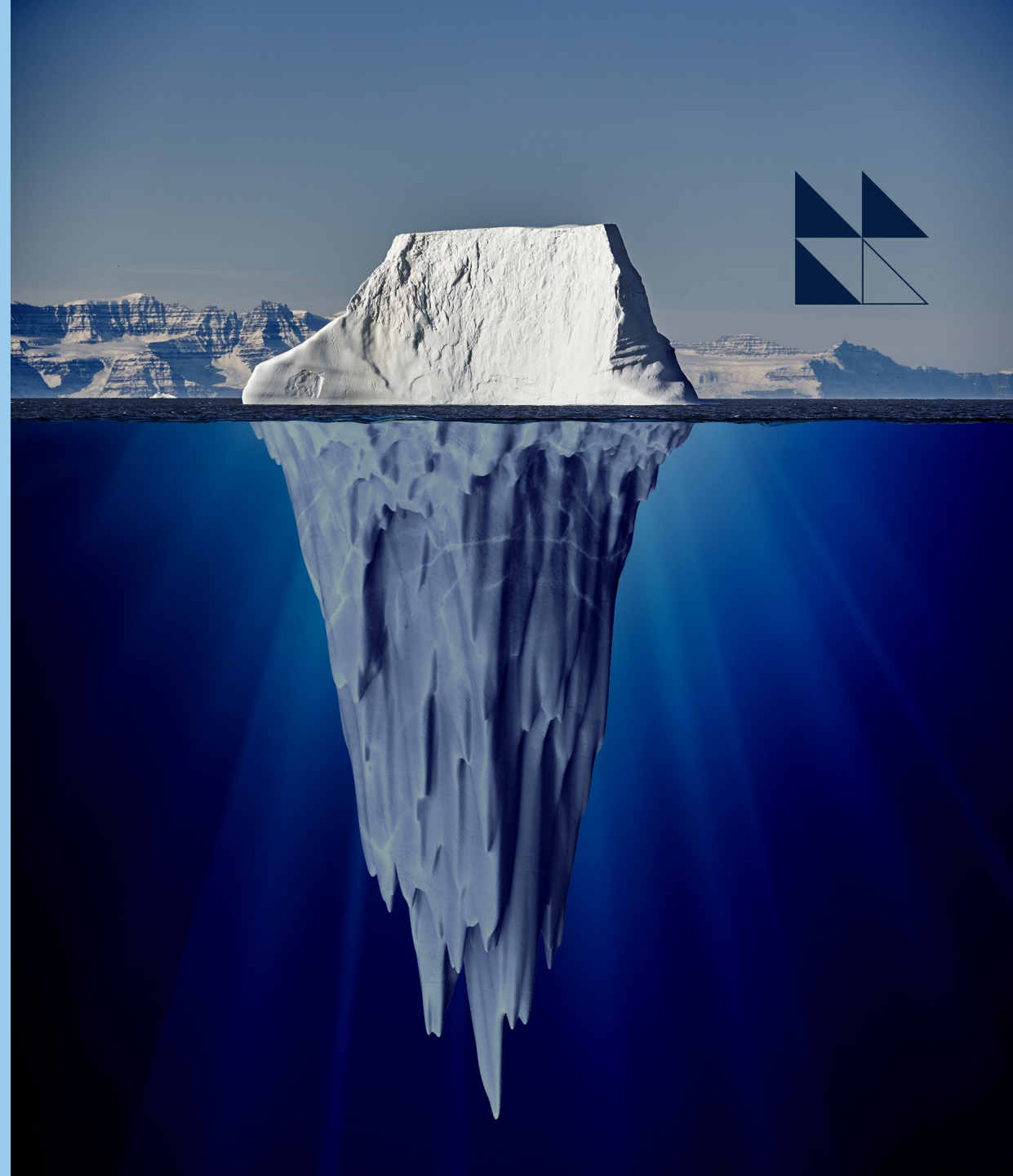
Adds meaning and/or emphasis

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**Depth:** Feelings and meaning

**Directionality:** Change talk or sustain talk

**Momentum:** Future focus



# Reflection stems

- ▲ Continuing the paragraph "And...you can imagine..." or "and...you'd prefer..." or "and...you can see yourself..."
- ▲ Reflection of feeling "you're feeling (emotion)..." or "sounds like..."
- ▲ Metaphor "It's as if..." or "it's like..."
- ▲ Double-sided "On the one hand, you...and on the other hand you..."
- ▲ Understated "You're somewhat/a little bit/a bit angry about..."
- ▲ Amplified "You're really/extremely angry about..." or "...no matter the cost"



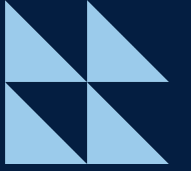
# Generate some statements you commonly hear from young people



On your own or in your groups, have a go at forming two complex reflections using the stems below:

- ▲ "And...you can imagine..." or "and you'd prefer..." or "and you can see yourself..."
- ▲ "You're (feeling word)..."
- ▲ "It's as if..." or "it's like..."
- ▲ "On the one hand you...and on the other hand..."
- ▲ "You're somewhat/a little bit/a bit angry about..."
- ▲ "You're really/extremely angry" or "No matter what the cost..."

Some people find it easier prefacing their reflection stems with "it sounds like..." or "what I'm hearing you say is..." or "it seems like..."



# Summary

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# Reflect, reflect, reflect



- ▲ Reflective listening “accurate empathy” is a learnable skill.
- ▲ Fundamental to all stages of Motivational Interviewing.
- ▲ The essence of a reflective response is that it’s a guess as to what the person means.
- ▲ Complex reflections have the qualities of depth, directionality and momentum.
- ▲ The more reflections to questions, the greater the perceived empathy.

What surprised me the most is...?  
What I found most useful to  
strengthen my practice is...?  
What I enjoyed most is...?  
What moved me significantly is...?

# Thank you

[tuturu.org.nz](http://tuturu.org.nz)



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