



Reflective Listening

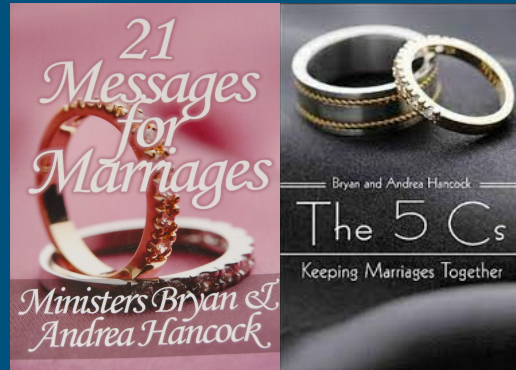


Mountain Christian Church
Courageous Conversations for Couples
Bryan & Drea Hancock





About Us



Our Time Together

Today, we will:

- Explore characteristics of effective communication
- Define various types of listening
- Practice reflective listening
- Name why reflective listening is important



Norms & Housekeeping

NORMS

- Be fully present and open
- Stay curious
- Strive for equity of voice
- Progression, not perfection

HOUSEKEEPING

- Take bio breaks as needed
- Silence cell phones
- Use the parking lot for questions



“This is the confidence we have in approaching God: that if we ask anything according to his will, he hears us.”

1 John 5:14

Characteristics of Effective Communication

Quick Whip Around

Whole Group Activity



Take turns stating the following:

- Name
- Where you worship
- One thing your partner **REALLY** likes to do -OR- **REALLY** dislikes to do

Share Out

So who IS in the room?



Share:

- Name & your partner's name
 - What you said about your partner
 - How you know the example you gave about your partner is **TRUE**
-



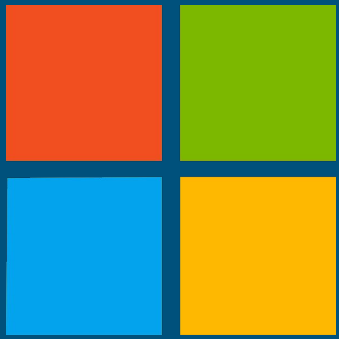
Communication involves
receiving information in various
ways... and, so does *listening*.



“My beloved brothers, understand this: Everyone should be quick to listen, slow to speak, and slow to anger, for man’s anger does not bring about the righteousness that God desires”

James 1:19-20

Types of Listening



Four Square

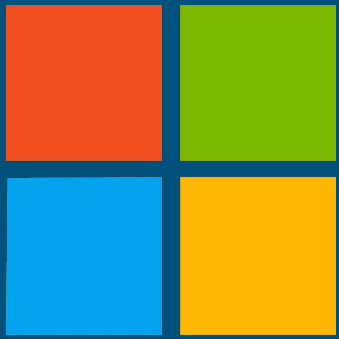
Independent Activity



Take a moment
independently to:

- Define or describe each word
- **No using Dr. Google! :)**





Four Square (cont.)

Partner Activity



- Share your definitions or descriptions of the words with your partner

Dr. Google Says...

Whole Group Activity



- Use Merriam-Webster definitions to review and/or revise our original statements



Dr. Google Says...

Merriam-Webster defines **hearing**: the process, function, or power of perceiving sound

- specifically: the special sense by which noises and tones are received as stimuli

Merriam-Webster defines **listening**: to pay attention to sound

: to hear something with thoughtful attention

: to be alert to catch an expected sound



What's Similar? What's Different?



Dr. Google **also** Says...

Active listening demands the listener's full attention, and requires listeners to use body language and responses that demonstrate their consideration and full understanding of what the speaker is communicating.

The purpose of active listening is to ensure the speaker feel heard and understood.

Reflective listening encompasses all that is active listening but goes a step further. The listener pays special attention to the content, feelings, and meaning behind the message and reflects back to the speaker to demonstrate understanding and clarify the message.

The purpose of reflective listening is to act as a mirror or reflection of the speaker, helping the speaker realize and discover new things about themselves.

A **reflective listener** refrains from judgment statements, biases, diagnoses, praising, solving, and other things that can prevent the speaker from expressing themselves.

How does this statement resonate with the way you usually listen to your partner?





“Whatever you have learned or received or heard from me, or seen in me—put it into practice. And the God of peace will be with you.”

Philippians 4:9

Practice Reflective Listening

Reflective Listening

Holding Up the Mirror



Reflective listening encompasses all that is active listening but goes a step further. The listener **pays special attention** to the content, feelings, and meaning behind the message and **reflects back to the speaker** to demonstrate understanding and clarify the message.

The purpose of reflective listening is to **act as a mirror** or **reflection** of the speaker, helping the speaker realize and discover new things about themselves.

Reflective Listening

Partnered Activity



Think about and jot down what Reflective Listening:

- Looks like
- Sounds like
- Feels like

Reflective Listening



Sample Guidance

Examples of Reflective Listening

- "It sounds like . . ."
- "It seems as if . . ."
- "What I hear you saying . . ."
- "I get a sense that . . ."
- "It feels as though . . ."
- "Help me to understand. On the one hand you . . . and on the other hand . . ."
- Handout exercise 3.4

Principles of reflective listening.

- More listening than talking
- Responding to what is personal rather than to what is impersonal, distant, or abstract.
- Restating and clarifying what the other has said, not asking questions or telling what the listener feels, believes, or wants.
- Trying to understand the feelings contained in what the other is saying, not just the facts or ideas.
- Working to develop the best possible sense of the other's frame of reference while avoiding the temptation to respond from the listener's frame of reference.
- Responding with acceptance and empathy, not with indifference, cold objectivity, or fake concern.

Adaptive Listening: Knowing What's SAID



Immerse

When the speaker needs you to absorb without judgment.



Discern

When the speaker needs help identifying options.



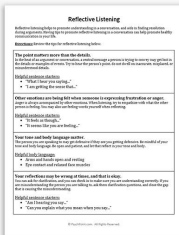
Advance

When the speaker needs assistance getting work done.



Support

When the speaker needs you to be a confidant or cheerleader.



Partner Activity



1. In what ways are you winning? Wish you were winning?
2. In what ways do you want to grow?
3. What is something I do that I can do better?
4. How can we strengthen our relationship?
5. Which habits do you want to let go or embrace? Why?
6. This week I was most blessed by or bothered by...? Why?
7. What are you praying for? Why?



Making your ear attentive to wisdom and inclining your heart to understanding;

Proverbs 2:2

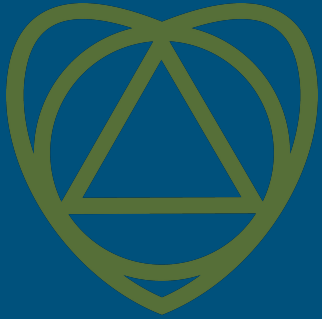
The Importance of Reflective Listening



A **reflective listener** refrains from judgment statements, biases, diagnoses, praising, solving, and other things that can prevent the speaker from expressing themselves.

How does this statement resonate with the way you practiced reflective listening with your partner?





Shape Debrief

Whole Group Activity



Take a sticky note and jot down:

- One to three **POINTS** you'll use to practice reflective listening
- Anything **CIRCLING** in your mind about reflective listening
- Any ideas that you **LOVE** about reflective listening



Reflective Listening can
*increase understanding in communication,
reassure partner she/he is heard, and
provide opportunities for clarity to prevent
misunderstanding.*



Thanks for Joining Us!

Bryan, Drea, & The MCC-CCFC Team