

23. Reflective and Active Listening



CONNECTING



DURATION

5 minutes

FREQUENCY

4x/day

DIFFICULTY

Moderate

EVIDENCE QUALITY



+ WELLBEING

+ RESILIENCE



The way you respond to people makes all the difference

What it is?

- Good two-way communication is key to any positive relationship
- Learn skills related to reflective and active listening, and how to provide social support.

What can I use it for?

- To build, strengthen and maintain important relationships so that there is enough trust for times of need.
- There is a strong connection between positive communication strategies, good relationships and wellbeing.

How to do it?

1. When someone is talking to you:
 - a. Be present and pay attention to what he/she is saying
 - b. Show enthusiasm
 - c. Seek additional details
 - d. Avoid thinking about how you want to respond - just listen!
2. You can pair up with somebody at home and practice using this skill.

Anything to consider before I start?

- Remember, use reflective and active listening because you care about the person, not necessarily about what they are saying
- It takes practice to get the hang of things, don't beat yourself up if you don't nail it on your first go.



CONNECTING



23. Reflective and Active Listening

The way you respond makes all the difference

EXAMPLE

Person 1: Hey, I'm thrilled to go to New Zealand next week. I am looking forward to getaway and just take it easy.

Person 2: Oh wow! New Zealand is great, you're going to absolutely love it. [show enthusiasm] Are you going way with anyone else [ask questions]?

Person 1: Yeah with my husband and 3 children.

Person 2: It will be great to have some family time, you deserve it. How long will you be away for? Any activities planned [seek additional details]?

Person 1: We'll be gone for about a week, nothing planned at the moment. We just really need the time to relax. We will probably just explore Christchurch and surrounding.

Person 2: It's so important to get time away from your busy schedule. What better way than to spend time with the kids and husband [comment on why the event is meaningful] . I hope you get recharged, see you when you get back.

Person 1: Cheers.

MY HABIT STATEMENT

Habit Statement:

When will I practice it?

How will I remind myself to practice?

How will I celebrate?