



# The Healing Collective

## Active Listening Reflection Worksheet

Active listening is a valuable technique for understanding, absorbing, and responding to what is being said.

Review the following key skills for active listening and use the form below to consider how well they were used in a specific situation:

- **Use of encouragers** – use short words and signals to signal listening and engagement, e.g., nodding the head, words like 'yes', 'no', 'Uh-huh'.
- **Open body language** – to communicate openness, that the client is safe, and readiness to listen, sit with arms unfolded, facing the client in an open posture.
- **Repeat back** – repeating some of the keywords back to the client to prompt for more.
- **Summarizing** – sum up, using your own words, the main ideas behind what has been spoken about.
- **Paraphrasing** – repeating back the last thought or a few thoughts back to the speaker using your own words.
- **Mirror the speaker** – to a sensible degree, and to make them feel at ease, adopt the speaker's body language and voice tone.
- **Reflection** – pay attention to the speaker's mood or feelings, and feed your interpretation back to them.
- **Balance silence with questioning skills** – allow time for the client to think about what they are going to say, use appropriate questions if needed to help the client open up.



The following four golden rules are needed for any form of communication to take place (Kabir, 2017):

1. Seek to understand before seeking to be understood
2. Be non-judgmental
3. Give the speaker your undivided attention
4. Use silence effectively



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## Reflection Exercise

Did I use each of the following? If not, why?

- Encouragers
- Open body language
- Repeating back
- Summarizing
- Paraphrasing
- Mirror the speaker
- Reflection
- Balance silence and questioning

Which of the above techniques worked well?

Which of the above techniques did not work well?



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How can I implement the un-used techniques?

**Did I meet each of the following objectives:**

1. Seek to understand before seeking to be understood
2. Be non-judgmental
3. Give the speaker your undivided attention
4. Use silence effectively

**If not, then why?**

## References

- Kabir, S. M. (2017). Essentials of counseling. Dhaka: Abosar Prokashana Sangstha.

