

LISTENING WITH YOUR HEART



Pathways to
Permanence 2

Parenting
Children
Who Have
Experienced
Trauma
AND LOSS

Session 6

Parenting
the Child of
Abuse and
Neglect

Parent's
Toolbox

The goal of reflective listening is to better understand the person who is speaking. Reflective listening is attentive, respectful, and non-judgmental. Reflective listening allows the speaker to continue exploring their thoughts, feelings, and perceptions. When a parent uses reflective listening, they are not only building basic trust with their child, but are also allowing their child to feel deeply understood and heard.

Three Basic Levels of Reflective Listening:

- Repeating or Rephrasing – Listener stays close to what the speaker is saying.
 - o Repeat back to speaker what you heard them say – “So you said...”
- Paraphrasing – Listener summarizes what the speaker is saying, and the meaning is inferred.
 - o Use phrases like, “I think I heard you say...,” then check it out by adding, “Is that correct?” or “Did I miss anything?”
- Reflection of Feeling – Listener emphasizes the emotional aspects of the communication through feeling statements. Listen for common emotional themes and reflect those back to the speaker.
 - o Use phrases like, “It sounds like you feel...because of....”

Practice Activity:

Speaker: Take 2 minutes to share something that happened this week that was frustrating.

Listener: Listen to speaker, and use reflective listening skills to reflect back to speaker what you heard.

“Listening well is as powerful a means of communication and influence as to talk well.”

~ John Marshall