



## Overview

THEME	TIME	MATERIALS	SETUP
 US	60 MINUTES	PEN PAPER	[ OPEN SPACE ]

**Topic:** A reflective communication strategy to deepen your understanding of self and others

**Audience:** Individuals, adolescent through adult.

**Conceptual Objective:** Participants will understand how reflective listening can deepen both self-awareness and understanding, build empathy, and improve communication.

**Experiential Objective:** Participants will experience and be able to use reflective listening as a speaker and listener.

**Facilitator Prep:** Review the handout, perform the exercise yourself, and assess your own comfort talking about your own identities with participants.

**Related Content:** This exercise is best when included as part of a broader training on teamwork, group development, interpersonal growth, etc.

## Procedure

### INTRODUCTIONS (3 MIN)

- ❑ Facilitators introduce selves, participants introduce self to neighbor. Facilitators explain that the upcoming exercise can be personal, and all should be honored and respected for choosing to or not to participate.

### AGREEMENTS (5 MIN)

- ❑ Invite the group to suggest agreements to create a safe discussion environment. They may include:
  1. Stay engaged (Remove distractions.)
  2. Speak your truth (Talk about your own self, life, and story, rather than those of others.)
  3. Experience discomfort (Stay in the conversation, even when you are uncomfortable.)
  4. Expect/accept non-closure (Some things will remain unclear.)
  5. Ouch! (We may feel hurt by what we hear – please speak up when this happens.)

### OPENING (2 MIN)

Today we will explore skills for reflective listening, a tool that can deepen both self-awareness and understanding, build empathy, and improve communication. Reflective listening can be helpful for the speaker: They may clarify their own understanding of themselves through the listener's reflective comments. It can also be helpful for the listener, allowing them to understand the deeper message someone else may be trying to communicate.

This tool may be useful to you in roles as a facilitator, a coach, a leader, or a member of a collaborative group. Our time together will be interactive, and we hope you will leave able to use reflective listening as a speaker and listener.

## MIRRORING (35 MIN)

- ❑ Form participants into small groups of four. Explain that each person will have 5 minutes to share about a dilemma, challenging situation, or change they are trying to make in their lives. As each person speaks, the other three group members will each take on a different listener role. As they rotate speakers, listeners should also rotate their listening roles.
- ❑ Listening Roles:
  - Facts – Listen for the exact details of the situation, such as who is involved, what the setting is, etc.
  - Feelings – Listen for the emotions and the meaning behind the story and the facts, paying attention to feeling and tone.
  - Values – Listen for the values and priorities at the core of the person's situation.For feelings and values, use the accompanying word list.
- ❑ Explain that after each person has told their story, the listeners will each have 2 minutes to reflect (or mirror) back to the speaker what they think they heard and verify with the speaker whether they heard correctly either the facts, feelings, or values of their situation.
- ❑ Remind everyone that with this technique, we are reflecting “with a question mark.” No one likes to be told how they are feeling if it does not match what they are feeling.

## DISCUSSION (10 MIN)

- ❑ Have participants turn to one another and discuss, to the extent they're comfortable:
  - Which role was the easiest for you? Why?
  - How did each feel to reflect to the speaker?
  - What was it like to hear others' reflections?
  - How was this experience similar to or different from your usual conversations?
  - What did you learn as a speaker? As a listener?
  - In what contexts in your life would this be useful?

## CLOSING (5 MIN)

- ❑ Going around circle, ask each participant to share one word reflecting how they are feeling now.
- ❑ Ask participants to please complete the evaluation for this workshop.

“Reflective Listening” is adapted by Minnesota Campus Compact based on the University of Minnesota Extensions Service’s “Reflective Practice” and the Compassionate Listening Project (<http://www.compassionatelisting.org/>). The Agreements in this workshop have been adapted from Glen Singleton's Courageous Conversations. We welcome your suggestions for improving this guide further for future trainings. We also welcome you to use it and adapt it for your own trainings, subject to the restrictions below.

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Campus Compact

Minnesota

# Feelings and Values Word List Handout

## Feelings:

Adventurous	Curious	Gleeful	Loving	Relieved
Affectionate	Dazzled	Glorious	Mellow	Satisfied
Alert	Delighted	Glowing	Merry	Secure
Alive	Eager	Good-humored	Mirthful	Sensitive
Amazed	Ecstatic	Gratified	Moved	Splendid
Amused	Elated	Happy	Optimistic	Stimulated
Appreciative	Electrified	Helpful	Overjoyed	Surprised
Astonished	Encouraged	Hopeful	Overwhelmed	Tender
Carefree	Energetic	Incorporated	Peaceful	Thankful
Cheerful	Engrossed	Involved	Proud	Thrilled
Comfortable	Enlivened	Inquisitive	Quiet	Touched
Concerned	Excited	Inspired	Radiant	Tranquil
Complacent	Exhilarated	Intense	Refreshed	Warm
Composed	Expansive			Wide-awake
Confident	Expectant			Wonderful
Contented	Exultant			Zany
Cool	Fascinated			Zestful
Afraid	Cross	Fearful	Lazy	Sleepy
Aggravated	Dejected	Fidgety	Lethargic	Sorrowful
Agitated	Depressed	Forlorn	Listless	Sorry
Alarmed	Despairing	Frightened	Lonely	Sour
Aloof	Disgusted	Frustrated	Mad	Spiritless
Angry	Disheartened	Furious	Mean	Startled
Anguished	Dislike	Gloomy	Melancholy	Surprised
Animosity	Dismayed	Grief	Miserable	Tepec
Annoyed	Displeased	Guilty	Mopey	Terrified
Anxious	Disquieted	Hate	Nervous	Tired
Apathetic	Distressed	Humdrum	Nettled	Troubled
Apprehensive	Disturbed	Hurt	Overwhelmed	Uncomfortable
Averse	Downcast	Impatient	Passive	Unconcerned
Beat	Dread	Indifferent	Perplexed	Uneasy
Bitter	Dull	Inert	Restless	Unglued
Bored	Edgy	Intense	Sad	Unhappy
Broken-hearted	Embarrassed	Irate	Sensitive	Unnerved
Chagrined	Embittered	Irked	Shaky	Unsteady
Cold	Exasperated	Irritated	Shocked	Upset
Concerned	Exhausted	Jealous	Skeptical	Uptight
Confused	Fatigued	Jittery		
Cool		Keyed Up		

## Values:

Accountability	Equality	Humor	Order	Simplicity
Advancement	Faith	Justice	Patience	Spirituality
Beauty	Family	Inclusiveness	Peace	Success
Cooperation	Friendship	Independence	Power	Trustworthiness
Compassion	Freedom	Integrity	Professional	Understanding
Community	Generosity	Justice	Recognition	Wealth
Connection	Goodwill	Knowledge	Religion	Wholeness
Courage	Gratitude	Life	Respect	Wisdom
Creativity	Harmony	Love	Responsibility	Work
Dedication	Health	Loyalty	Security	
Empathy	Honesty	Morality	Service	
	Free	Interested		
	Friendly	Intrigued		
	Fulfilled	Joyous		
	Glad	Jubilant		



## Survey for “Reflective Listening” Workshop

Thank you for taking time to attend this Civic Agency workshop. We are very interested in receiving your feedback.

(Alternatively, you may also complete this survey online at [http://augsborg.az1.qualtrics.com/SE/?SID=SV\\_06aoPbGJy7I7oF](http://augsborg.az1.qualtrics.com/SE/?SID=SV_06aoPbGJy7I7oF))

If you have participants complete evaluations on paper, please scan them and send them to [info@mncampuscompact.org](mailto:info@mncampuscompact.org).

### Your information

**Primary Role:** Student, Faculty, Staff, Administrator, Community Organization Staff, AmeriCorps/VISTA

**Institution** (College, University, Organization):

Date:

<b>Please indicate how strongly you agree/disagree with the following about your experience with the Civic Agency workshop you participated in</b>	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I felt welcomed and included.					
I learned about one or more leadership tools or resources.					
The tools and exercises I learned about are valuable.					
I feel capable of using the tools and exercises I learned about.					
I intend to use at least one thing I learned here.					
Other participants in the workshop helped me see things from a different perspective.					
I developed new or deeper connections with others.					

Is there anything you would like to tell us about your experience with the workshop?