

The Dialogue: Reflective Listening

Here are some specific phrases you can use as you practice quality listening:

SENDER

I would like to dialogue about (_____)
Is now okay?

I feel . . .
I love . . .
I need . . .
What's bothering me is . . .

RECEIVER

1. *Mirroring Phrases*

Let me see if I've got you.
I heard you say . . . or You said . . .
Am I getting you? or Did I get that?
Is there more about that?

Summary Style Mirroring Phrases

Let me see if I got it all . . . ?
Am I getting you?

Did I get all of that?
Is that a good summary?

2. *Validation Phrases*

You make sense to me, and what makes sense is . . .
I can understand that . . . given that . . .
I can see how you would see it that way because sometimes I do . . .

3. *Empathy Phrases*

I imagine you might be feeling . . .
Is that what you're feeling? (Always ask for clarification)

SWITCH ROLES.

Even when you are entirely done sharing your perspective, allow your partner to respond. Take turns until both are you feel understood.

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