Reflective Listening Steps

1. **Have (MAKE) the time available.**

2. **Establish eye contact.** (Get down to their level. Position your body to show that you are listening. Stop what you are doing. Consider making physical contact with the person.)

3. **Hear and define the feeling**. Hear what the person is saying. Listen to their words, tone of voice, body language, facial expressions, and their behavior. Ask yourself after listening with your full attention - what word BEST describes the feeling being expressed here.

4. **Determine the cause of the feelings**. You may have to use some deduction skills here. Deduce from their words, behavior, and any prior information you may have to make your BEST guess at why they are feeling what they are feeling.

5. **State the feeling and the reason for the feelings**. (You don't have to agree, solve the problem, or do anything else here.) Use a feeling word in a sentence to describe the situation. Some find it easier to start with a formula for reflective listening:

   You feel (state the feeling) because (state the reason behind the feeling).