

Better Communication Listening and Reflecting

How can you tell if someone is really listening to you? How do you show someone you are really listening to them? What are the advantages to listening closely and having someone listen closely to you?

Listening:

- Eye contact.
- Ears open. You don't listen with your mouth. Don't interrupt, even if you disagree.
- No eye rolling, sighing or gesturing.

Reflecting:

- "I hear you saying..." or "What I heard you say was..." and then ask "Did I hear it right?"
- Let the person correct you if you misunderstood what they meant. We often hear something inaccurately, especially if we are emotional.

Accepting:

- Don't tell the person they are wrong or that they shouldn't feel that way.
- This does not mean you have to like it or agree with it. It just means that the person has a right to say it. If you invite someone to talk with you about something and then you attack what they say, you are practically guaranteeing they will not want to talk to you again. If you disagree, you can express this without attacking them.
- No yelling. Yelling is a form of emotional abuse.