

Reflective listening activity

If you haven't done so, be sure to read our [Reflect to Connect](#) information resource first.

Read each scenario below. After each one, write or say your reflective listening response. For the first scenario, we have included an example response. The next two are for you to try independently.



EXAMPLE

Scenario 1

"I feel so overwhelmed at the moment. Work is incredibly busy and I am having difficulties with my son at home. He is very anxious and it is impacting his school and friendships. I'm also worried about my mother-in-law with dementia, as caring responsibilities are increasingly falling to my husband and I. There is only so much I can do and I'm finding it really difficult right now."



Example response that does not use reflective listening:

"Everyone is busy these days, maybe it would help to focus on work when you're here."



Example response that uses reflective listening:

"That sounds really difficult. It sounds like the combination of busy work and family and caring responsibilities are pretty overwhelming at the moment. Is that right?"



ACTIVITY

Scenario 2

"I am thinking about leaving my job because I feel really undervalued. I don't have supportive colleagues and I feel like I could have a better working life elsewhere."

Now write or say your reflective listening response.





ACTIVITY



Scenario 3

"I think I might be depressed. I'm finding it difficult to get up in the morning and I don't feel joy or pleasure in anything. Life feels very grey right now, rather than colourful."

Now write or say your reflective listening response.

How did you do?

We hope you enjoyed the activity. How did you get on?

Reflective listening is a skill that improves with practice. We appreciate with text-based activities, it's more like reflective reading! Therefore, actually listening to what someone has said will always be the best practise.

If you would like more opportunities to practise, you could:

- Role play scenarios with a colleague, friend, or family member. Get them to create hypothetical scenarios and work on your reflective listening.
- Practise your reflective listening response and ask AI to review it for feedback. Why not get AI to read the response out loud to you while you look away from the screen so you can practise listening? You could then dictate your response to AI.

Want to learn more about effective communication and connection at work?

Now you're able to use reflective listening, how would you help a team member who told you they're struggling?

If you would like to develop your communication skills further and learn how to better support your team to achieve their best, our online [Embracing a Workplace Wellbeing Culture](#) course covers effective communication, reflective listening, open-ended questions, "I" messages, and more. This is alongside engaging modules on creating a positive workplace culture, workplace adjustments and structures to support wellbeing, building resilience and growth mindset, supporting mental health, and managing sensitive conversations.

To find out more including how register for the course, visit our [website](#).