**Different Types of Reflection**

When maintaining the role of Listener we can move between the following options, all with the intention of supporting the other person in having the experience of “being heard” – i.e. meeting needs for connection and empathy.

* **Silent Presence**
* **Reflection** (matching intensity of the speaker with tone, volume, body/facial language)
	+ **Word for word** reflection / Quoting
		- E.g. “OK – so you’re saying I need to stop complaining and cheer up and count myself lucky because it could be much worse?”
	+ **Summarizing Paraphrasing** what we’re understanding
		- E.g. “Ok – so you’re saying you want me to cheer up?”
	+ Brief repeating or guessing of **feelings and/or needs**
		- E.g. “Are you getting impatient because we’re not having fun yet?”
	+ A **combination** of the above
		- E.g. “I heard you tell me to cheer up – which has me wondering if you’re getting impatient and just wanting to have a fun evening?”

(extracted from an document “Range of Option for the Listener/Reflector Role” by Newt Bailey, [www.communicationdojo.com](http://www.communicationdojo.com/))