

Reflective Listening Cheat Sheet

Paraphrasing

- Attend fully
- Listen with the intent to understand
- Capture the essence of the message
- Avoid using 1st person pronouns

Pausing

- Listen with the intent to understand
- Pause to think of the paraphrase
- Allow wait time for coachee to respond
 - Wait for coachee to confirm or correct your paraphrase
 - Wait after a question for coachee to have time to respond thoughtfully
 - Wait after coachee's response to ensure that s/he has completed the response
- Levels of paraphrasing
 - To acknowledge and clarify [builds trust and rapport]—*"You're thinking that . . ."; "You're concerned about . . ."*
 - To summarize and organize [used when coachee is a bit more comfortable]—*"So, there are three issues . . ."; "First you're going to . . ., and then you will . . ."; "On the one hand . . . and on the other hand . . ."*
 - To shift the level of abstraction [deepest level of paraphrase]—UP: *"So, it's important to you that . . ."; "So a goal for you is . . ."*; DOWN: *"So an example of what you're talking about is . . ."; "So, this is not about . . ."*

Barriers to reflective listening:

- Autobiographical—coach filters coachee's responses through his/her experiences.
- Inquisitive—coach asks questions because s/he wants to know more.
- Solution—coach overtly or covertly implies/suggests sh/e has the fix/answer/solution.
- Agree-disagree—coach consciously or unconsciously provides yes/no or right/wrong signals to the coachee.