

# Reflective Practice

## Tips

### Getting in-sync

Use this tip sheet when hosting a reflective practice session (1:1 or in a group). The processes help build connection with others to build understanding and positive influence. Intentional empathic listening leads to brain synchronisation and getting in-sync, with others. This neural process heightens trust, understanding, receptiveness, reciprocity and collective creativity.

#### Name the moment:

*What is the reflective session you are preparing for?*

#### Who is the reflective session with?

#### 1 How will you be present?

Select 1 or 2 listening behaviours you want to deliberately focus on during the interaction.

- Staying present
- Tuning into the other person/group
- Listening carefully to what is being said
- Listening for subtle between-the-lines cues
- Paying attention to non-verbal signs
- Not interrupting
- Keeping a neutral tone with no 'sharp edges'
- Reflecting back what the other person has said
- Accurately naming the emotion of the other person/group

#### 2 What can you ask?

Pick an open question you can use to start a dialogue.

E.g., 'tell me about your views on', 'what's going through your mind about...', 'what do you see as the risks and opportunities with...?'

#### 3 What could you learn?

What can you genuinely learn or be open to in your interaction?

E.g., could you explore the drivers behind someone's concerns or behaviour?

Is there something about the other person's role, priorities or projects you could better understand?

What assumptions do you have that could be wrong?

#### 5 Validate an observation

Watch for clues about underlying emotions. Identify and reflect their emotions using tentative framework.

- » "You paused for a while there and appear a little uncertain about X. How are you feeling about X?" (Later..."I can understand why you're feeling that way.")
- » "I could be wrong but I'm picking up that you might be feeling frustrated (or insert other emotion)." "I feel that's a pretty normal response."
- » "You don't appear excited about...What's playing into that?" "That's reasonable."

#### 4 Reflect back something you've heard

Prepare some questions you can ask to help you reflect back or probe into what you've heard, to show the other person you're really listening.

Some examples include:

- » I'd like to clarify that I've understood you correctly. Can I try to summarise, and you tell me where I have it right or wrong?
- » You're saying that...
- » Can you tell me more about?...
- » What was it that caused?...
- » How did/could X play out?...
- » Is the crux of what you are saying x...? Have I got that right or missed anything important?

#### 6 Seek reciprocal understanding

How can you clarify that you have been heard? How could you try asking the other party what they have heard from you?

E.g., "What's your sense of where we agree?"

"What have you heard from me on the issue of X?"