



Smarter Lunchrooms Movement

Reflective Listening Tips

Keep these reflective listening strategies and communication blockers in mind while practicing the reflective listening partner activity.

Reflective Listening Strategies 😊	Conversation Blockers ☹️
<ul style="list-style-type: none">✓ Restating: “Let me see if I’m hearing you correctly...”✓ Summarizing: “So it sounds to me like...”✓ Reflecting: “This is really important to you.”✓ Minimal encouragers: “Ah, I see. And? Then?”	<ul style="list-style-type: none">✗ Quick reassurances: “Don’t worry about that.”✗ Advising: “The best thing for you to do is...”✗ Preaching: “You should...” or “You shouldn’t...”✗ Interrupting

Positive Body Language

- ✓ **Maintain eye contact**
- ✓ **Relaxed but attentive attitude**
- ✓ **Sit up, Lean slightly forward**
- ✓ **Calm hands (don’t check your phone, fidget, etc.)**

