



Reflective Listening

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Welcome, thank you for joining!

Please type any questions you have using the Q&A feature and Erin will address them at the end of her presentation

If you are interested in joining the Healthy Food Choices in Schools Community of Practice or have any questions, please contact us at:

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REFLECTIVE LISTENING (AKA ACTIVE LISTENING)

- 🍏 Respectfully hearing and understanding, then letting them know they are heard and understood
- 🍏 Allows the other person to verify that you are hearing them accurately
- 🍏 Requires patience and practice
- 🍏 Requires slowing down and truly listening

REFLECTIVE LISTENING & SMARTER LUNCHROOMS

- 🍏 Reflective listening is useful when establishing relationships with stakeholders, esp. in school food service (SFS)
 - 🍓 Food Services Directors (FSDs)
 - 🍓 Lunchroom service staff, including cook managers, cashiers, servers, dishwashers, monitors, and others
 - 🍓 Custodial staff
- 🍏 Part of our standard procedure (4-Step Path)

CONNECTING WITH STAKEHOLDERS IN SCHOOL FOOD SERVICE

🍏 Reflective listening...

- 🍓 Respects their position, knowledge, and life experience

 - 🥕 Be aware of possible differences in educational background, age, lived experience, and preferred language

- 🍓 Teaches you information about the SFS environment and the context of their school(s)

- 🍓 Reveals their goals, interests, and values

 - 🥕 You can align your work to help advance their goals

BODY LANGUAGE CUES

Defensive

-  Body tense or hunched
-  Nervous or blank expression
-  Arms or legs crossed (protective stance)
-  Little, no, or intermittent eye contact
-  Fidgeting body or hands
-  Looking at phone, around the room, to other people, etc.

Open

-  Relaxed, upright posture
-  Friendly expression
-  Arms at ease at sides or on table
-  Maintain eye contact
-  Quiet hands (take notes if you need to keep your hands busy)
-  Focus on them



TIPS FOR REFLECTIVE LISTENING



- 🍏 **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?”

IN A REFLECTIVE LISTENING SCENARIO, HOW MUCH SHOULD YOU, THE *LISTENER*, BE SPEAKING?

- 🍏 None, just listen
- 🍏 10-20% of the time, mostly encouragers and prompts
- 🍏 About half of the time, it's a 50/50 partnership
- 🍏 More than half the time, since the TAP is the expert

COMMUNICATION BLOCKERS

- 🍏 **Quick reassurances:** “Don’t worry about that.”
- 🍏 **Advising:** “The best thing for you to do is...”
- 🍏 **Preaching:** “You should...” or “You shouldn’t...”
- 🍏 **Interrupting**



IN ACTIVE LISTENING, WHICH OF THESE IS A GOOD PROMPT FOR ENCOURAGING FURTHER CONVERSATION?

- 🍏 “Don’t worry about that.”
- 🍏 “That reminds me of an experience I had.”
- 🍏 “Here’s what I think you should do.”
- 🍏 “I see. And then what?”

REFLECTIVE LISTENING PARTNER ACTIVITY



INTERVIEW A COLLEAGUE USING REFLECTIVE LISTENING STRATEGIES

- 🍏 What aspect of your job makes you most proud?
- 🍏 If you could change anything about your job, what would it be?



STRATEGIES REVIEW

Reflective listening strategies 😊

-  **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?”

Conversation blockers ☹️

-  **Quick reassurances:** “Don’t worry about that.”
-  **Advising:** “The best thing for you to do is...”
-  **Preaching:** “You should...” or “You shouldn’t...”
-  **Interrupting**

WHAT DID YOU LEARN?

- 🍏 Did you learn something new about your colleague?
- 🍏 Did you feel heard and supported? Why?
- 🍏 Did you use the strategies?
- 🍏 Did you accidentally use any of the conversation blockers?
- 🍏 What are the positive effects of using active listening?
- 🍏 What are your conversation habits?
- 🍏 Which reflective listening skills will you work on in the future?

MORE RESOURCES

- 🍏 <https://trainingmag.com/reflective-listening-how-hear-what-you-are-missing/>
- 🍏 https://apps.carleton.edu/ccce/assets/NEW_Reflective_Listening.pdf
- 🍏 <https://articles.extension.org/pages/73825/10-things-you-dont-know-about-school-food>
- 🍏 <https://learn.extension.org/events/3590>

ANY QUESTIONS?

