

SKILLS Reflective Listening

rationale

Aims to defuse emotions

Provides insight into the beliefs and thinking behind incidents

Allows the teacher to remain detached from the emotions and focused on the issue

Most relevant in times of stress and conflict

method

Start with an open question – What happened?

Stay in tune with the emotions not the words being said.

When responding use the emotion as the key to your comment eg. “So you get really annoyed when the teacher calls you out and other people are talking too?”

It usually takes at least 3 reflections before emotional levels subside.

Do not worry about agreeing or reinforcing the viewpoint of the other person. Your time will come once emotions are de-escalated.

Remain detached from the person and attuned to the issue at hand.

For more information on reflective listening try: <http://www.analytictech.com/mb119/reflecti.htm>

SKILLS Influential Summary

rationale

Aims to bring the issue around to the point at which a resolution can be discussed.

Allows the other person to affirm that the issue has been identified.

Provides the starting point for the teaching of behaviour management skills

method

Takes an understanding of the emotions drawn out from reflective listening and adds your insight into what is contributing to the issue/conflict

Involves reading the emotions that have surfaced through the reflective listening and interpreting these against the basic human needs and goals of behaviour which underlay our actions

Gets a YES as an affirmation that the issue has been identified

Involves the use of intuition more than intellect