



## 17. Reflective and Active Listening

*The way you respond to people makes all the difference*

🕒 Duration: 5 minutes

📅 Frequency: 4x/day

🎮 Difficulty: Moderate

★★★★☆ Evidence Quality

### What is it?

- Good two-way communication is key to any positive relationship
- Learn skills related to reflective and active listening, and how to provide social support.

### What can I use it for?

- To build, strengthen and maintain important relationships so that there is enough trust for times of need.
- There is a strong connection between positive communication strategies, good relationships and wellbeing.

### How to do it?

1. When someone is talking to you:
  - a) Be present and pay attention to what he/she is saying
  - b) Show enthusiasm
  - c) Seek additional details
  - d) Avoid thinking about how you want to respond
2. You can pair up with somebody at home and practise using this skill.

### Anything to consider before I start?

- Remember, use reflective and active listening because you care about the person, not necessarily the news.
- It takes practise to get the hang of things, don't beat yourself up if you don't nail it on your first go



WELLBEING

RESILIENCE

HEALTH

MOOD

ANXIETY

STRESS

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## EXAMPLE:

Person 1: Hey, I'm thrilled to go to New Zealand next week. I am looking forward to getaway and just take it easy.

Person 2: Oh wow! New Zealand is great, you're going to absolutely love it. [show enthusiasm] Are you going way with anyone else[ask questions]?

Person 1: Yeah with my husband and 3 children.

Person 2: It will be great to have some family time, you deserve it. How long will you be away for? Any activities planned [seek additional details]?

Person 1: We'll be gone for about a week, nothing planned at the moment. We just really need the time to relax. We will probably just explore Christchurch and surrounding.

Person 2: It's so important to get time away from your busy schedule. What better way than to spend time with the kids and husband [comment on why the event is meaningful] . I hope you get recharged, see you when you get back.

Person 1: Cheers.

## TINY HABIT STATEMENT

When will I practice it?

How will I celebrate?

Tiny Habit statement: