Name: Joseph Camacho-Terrazas

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Assignment: Interpersonal Development Assignment #1 Reflective Listening

Class: CEP 300 V Human Relations Training

Instructor: Kerstin L. Miller

**Reflective Listening: Time to Practice**

**It takes practice to effectively develop an ability to use reflective listening. Throughout the next week, practice reflective listening with at least one person each day. Use the following worksheet to document and monitor your progress.**

**\*\*\*Your safety is most important. If you live with someone or are regularly around someone, please try to practice reflective listening in-person. However, given the recent self-quarantines, please feel free to complete this via virtual communication (i.e. phone call, written chat, video chat). If completed virtually, you do not need to rate “maintaining good eye contact”.**

**Entry 1:**

The person I practiced reflective listening with: My girlfriend

Day and time: Saturday 12pm

Did this person know that that you were practicing your listening skills: Yes

Rate how well you think you did as a reflective listener (See worksheet for numerical ratings and type the number that expresses your honest reflection next to the following items):

* Keeping your own “stuff” out of it (advice, opinion, interpretation, etc.): 5
* Maintaining good eye contact: 3
* Identifying the content of the speaker’s message: 4
* Identifying the speaker’s feelings: 3

Notes: How did you feel after listening? What went well? How could you have listened more effectively? You might also comment on anything that you noticed that was not captured in the rating scale above: (minimum response 100 words): After listening, I felt that I was able to understand the meaning of the speaker’s message. She was expressing some concerns and I knew and understood everything she was talking about. I feel what really went well was me being able to keep my opinions and advice to myself. I stayed quiet for nearly the entire conversation. But on that note, I also really didn’t give any reflective responses, so that’s something that I’ll need to work on for future conversations. I also need to work on eye contact, as I have a habit of just looking down when I’m listening. Also, feelings are always tough for me to capture, so I’ll also be working on improving that.

**Entry 2:**

The person I practiced reflective listening with: My girlfriend

Day and time: Sunday 3pm

Did this person know that that you were practicing your listening skills: Yes

Rate how well you think you did as a reflective listener (See worksheet for numerical ratings and write the number that expresses your honest reflection next to the following items):

* Keeping your own “stuff” out of it (advice, opinion, interpretation, etc.): 2
* Maintaining good eye contact: 4
* Identifying the content of the speaker’s message: 4
* Identifying the speaker’s feelings: 4

Notes: How did you feel after listening? What went well? How could you have listened more effectively? You might also comment on anything that you noticed that was not captured in the rating scale above: (minimum response 100 words): After listening, I felt that I was able to make the speaker feel understood. Our conversation was about the virus and the effect it would have on her parent’s health and jobs. This time I really understood her feelings, as it’s something I can relate to because we all have someone we’re worried about. That being said, I was able to identify the content of her message, which was her concern about her parents catching the virus due to them both being essential workers. I was able to improve on eye contact because we were sat across from each other at the dining table, so it was easy to maintain eye contact. This time I wasn’t able to keep my opinions out of the conversation entirely. I offered up some words of encouragement, but the speakers response showed that they were looking more for someone to listen, not to offer up advice they didn’t want.

**Entry 3:**

The person I practiced reflective listening with: A female friend

Day and time: Monday 3am

Did this person know that that you were practicing your listening skills: No

Rate how well you think you did as a reflective listener (See worksheet for numerical ratings and write the number that expresses your honest reflection next to the following items):

* Keeping your own “stuff” out of it (advice, opinion, interpretation, etc.): 5
* Maintaining good eye contact: n/a – online voice chat
* Identifying the content of the speaker’s message: 4
* Identifying the speaker’s feelings: 3

Notes: How did you feel after listening? What went well? How could you have listened more effectively? You might also comment on anything that you noticed that was not captured in the rating scale above: (minimum response 100 words): After this conversation, I felt that the listener really felt validated. This time I was able to incorporate more reflective responses. She was venting, so I could tell it was the appropriate time to stick to reflective responses, and the speaker responded well to them. I was also able to keep my own stuff out of it entirely. It was a conversation where I knew advice would be unnecessary, so I kept my mouth closed. I was able to identify the speaker’s message as I could relate to some of the views and concerns she expressed in the conversation. I still have trouble identifying feelings. I could tell she was upset, but I didn’t really know if it was anger or frustration. Other than that, this chat went really well.

**Entry 4:**

The person I practiced reflective listening with: A male friend

Day and time: Tuesday 1am

Did this person know that that you were practicing your listening skills: No

Rate how well you think you did as a reflective listener (See worksheet for numerical ratings and write the number that expresses your honest reflection next to the following items):

* Keeping your own “stuff” out of it (advice, opinion, interpretation, etc.): 2
* Maintaining good eye contact: n/a – online voice chat
* Identifying the content of the speaker’s message: 4
* Identifying the speaker’s feelings: 3

Notes: How did you feel after listening? What went well? How could you have listened more effectively? You might also comment on anything that you noticed that was not captured in the rating scale above: (minimum response 100 words): Post-conversation, I felt like I could have done better in a few places, but that overall the speaker felt that their feelings were validated. This conversation was my friend expressing concern about all classes being online and about failing a midterm. I need to improve on keeping my stuff to myself though. Maybe it’s because he’s my friend, but I wasn’t giving reflective responses and instead inserting a lot of my own opinion. I had a hard time identifying the speaker’s feelings, but it seemed like mostly frustration and the loneliness of the virus situation bothering him. I was able to identify the content of his message, but I feel like it didn’t go so well in terms of reflective listening. It may have been in part because it was late, and I was already frustrated from playing games that night. Either way, I need to practice better listening with my friends.

**Entry 5:**

The person I practiced reflective listening with: My girlfriend

Day and time: Wednesday 2:30pm

Did this person know that that you were practicing your listening skills: Yes

Rate how well you think you did as a reflective listener (See worksheet for numerical ratings and write the number that expresses your honest reflection next to the following items):

* Keeping your own “stuff” out of it (advice, opinion, interpretation, etc.): 5
* Maintaining good eye contact: 4
* Identifying the content of the speaker’s message: 5
* Identifying the speaker’s feelings: 4

Notes: How did you feel after listening? What went well? How could you have listened more effectively? You might also comment on anything that you noticed that was not captured in the rating scale above: (minimum response 100 words): I felt that this was a good listening session. This time I improved greatly on my reflective listening. This conversation was one where I used more reflective responses out of all my previous conversations. The speaker responded well to this. I was also able to make a good amount of eye contact as we sat across from each other in the living room. It was also relatively easy to identify the speaker’s message. She was once again talking about her concern with virus and the effects on her parents and her schoolwork. I also did much better at identifying the speaker’s feelings this time. I could tell that she was really worried and stressed with the situation right now. Overall this has been my best reflective listening sessions this week.

**Entry 6:**

The person I practiced reflective listening with: My female friend

Day and time: Thursday 2am

Did this person know that that you were practicing your listening skills: No

Rate how well you think you did as a reflective listener (See worksheet for numerical ratings and write the number that expresses your honest reflection next to the following items):

* Keeping your own “stuff” out of it (advice, opinion, interpretation, etc.): 5
* Maintaining good eye contact: n/a – online voice chat
* Identifying the content of the speaker’s message: 5
* Identifying the speaker’s feelings: 4

Notes: How did you feel after listening? What went well? How could you have listened more effectively? You might also comment on anything that you noticed that was not captured in the rating scale above: (minimum response 100 words): After having this late-night conversation, I felt that overall the reflective listening benefitted the speaker. This was a conversation about a sensitive topic for the speaker, and I was able to identify the content of their message well. This time I also did a lot better with identifying the speaker’s feelings, and she was sad and frustrated. I was also able to use a lot more reflective responses, and I could tell that they allowed the speaker to open up more about their feelings. I also entirely kept my own stuff out of it, and only offered reflective responses. Overall, I feel this was a successful reflective listening session.

**Entry 7:**

The person I practiced reflective listening with: My girlfriend

Day and time: Friday 10am

Did this person know that that you were practicing your listening skills: Yes

Rate how well you think you did as a reflective listener (See worksheet for numerical ratings and write the number that expresses your honest reflection next to the following items):

* Keeping your own “stuff” out of it (advice, opinion, interpretation, etc.): 5
* Maintaining good eye contact: 4
* Identifying the content of the speaker’s message: 5
* Identifying the speaker’s feelings: 5

Notes: How did you feel after listening? What went well? How could you have listened more effectively? You might also comment on anything that you noticed that was not captured in the rating scale above: (minimum response 100 words): After this listening session, I felt that this was another one of my best reflective listening attempts. This conversation between the speaker and I was about the tough time she was having because her great grandmother recently passed, and Easter was one of her favorite holidays. This time I easily identified the speaker’s feelings as being sorrow and grief. Although I think it was easier this time to understand because I was also there when her grandma passed. I also completely kept my own stuff out of it and offered only reflective responses, which I could tell helped the speaker describe their feelings better. I also maintained good eye contact during this conversation as well. Overall I feel like I’ve improved while keeping track of my reflective listening.