


# Reflections: Communication Skill Worksheet


## What are Reflections?

Reflections, also known as paraphrasing or mirroring, is a communication technique where you repeat or summarize what someone has said to you in your own words. This practice helps ensure that you understand their message correctly and shows the speaker that you are actively engaged and paying attention.

## How to use Reflections


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 **Listen Carefully:** Focus fully on the speaker without interrupting. Pay attention to their words, tone, and body language.

 **Reflect on the Message:** Repeat or summarize what the speaker said in your own words. Start with phrases like:

*"It sounds like you're feeling....."*

*"So what you are saying is....."*

 **Seek Confirmation:** After reflecting, ask if you understood correctly. Give the speaker a chance to clarify if needed. For example:

*"Did I get that right?"*

*"Is that what you meant?"*

## Tips!

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- **Stay neutral:** Reflect without adding your own opinions or judgments. Focus solely on the speaker's words and emotions
- **Acknowledge emotions:** Acknowledge the speaker's emotions, such as frustration, excitement, or sadness.
- **Clarify:** If you're unsure about something, it's okay to ask questions to ensure clarity.



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## Your Turn!

Choose a conversation with a friend, family member, or colleague and practice reflections

**Who is the speaker?**

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**What is the speaker's message?**

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**Your reflection**

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**How did the speaker respond when you reflected their words back to them?**

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**How did your reflections affect the conversation?**

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