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Reflective Listening and Paraphrasing

Experiment 6 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To restate a partner's meaning and emotion accurately without adding advice or assumptions.

Principle

Paraphrasing restates the main meaning in simpler words. Reflection can also acknowledge an emotion suggested by the speaker. The response remains tentative, allowing the speaker to correct it. Listening is weakened by interruption, premature advice and changing the subject.

Practice Case

Fictional simulation: A partner says, "Everyone gives me instructions, but no one asks what is realistic when I work late." The listener practises a content paraphrase followed by an emotional reflection.

Roles and Scoring

Work in a group of three: learner, patient or partner, and observer. Score each criterion 0 = not demonstrated, 1 = partly demonstrated, 2 = clearly demonstrated. The checklist is for classroom feedback, not a validated clinical assessment.

Requirements

- Case sheet, quiet practice space and timer.
- Observer checklist and notebook; no real patient details.

Procedure

1. Assign roles

Choose speaker, listener and observer. Agree a non-sensitive fictional topic and a short time limit.

2. Listen first

Let the speaker finish. Attend to words, tone and pauses without planning your own advice.

3. Paraphrase content

Restate the central point briefly in your own words. Keep the meaning rather than repeating the sentence word for word.

4. Reflect and check

Name the apparent feeling tentatively and ask if the reflection is accurate.

5. Swap and review

Change roles, compare the two attempts and note where the listener added an assumption.

Healthcare Psychology and Communication Skills

Suggested Practice Dialogue

- Content: "The suggested routine does not fit your late working hours."
- Emotion: "It sounds frustrating to feel that your circumstances are not being considered."
- Check: "Have I understood that correctly?"

Observations and Record

Criterion	Score 0 / 1 / 2	Observed behaviour
Allows speaker to finish	___	_____
Preserves the central meaning	___	_____
Uses tentative emotional reflection	___	_____
Checks accuracy	___	_____

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- Illustrative scores: 2 + 2 + 1 + 2 = 7/8. Replace "You are angry" with "It sounds frustrating" to avoid stating an emotion as fact.

Result

Total score: ___ / 8. Record one effective phrase, one missed opportunity and one specific action for the next attempt.

Precautions

- Do not turn a reflection into criticism or a diagnosis.
- Avoid offering advice before understanding the concern.
- Respect a partner's choice not to discuss personal experiences.

Viva Questions and Answers

1. How is paraphrasing different from repeating?

It uses new words while preserving the speaker's meaning.

2. Why check accuracy?

The listener may have misunderstood the intended message or emotion.

3. What is premature advice?

A suggestion given before the person's needs and perspective have been understood.

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