

ECHO – Every Choice Has Opportunity

Reflective Listening

Building Understanding & Connection

1. Listen actively - Make eye contact, focus completely
2. Paraphrase - Repeat back in your own words
3. Ask clarifying questions - "What I hear you saying is..."
4. Check understanding - "Did I get that right?"

I hear you



Remember: Body language matters! Show you're listening through posture, eye contact, and tone.

Listen → Understand → Reflect

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Empathy

Understanding Others' Perspectives

EMPATHY vs SYMPATHY

Sympathy: "I feel sorry for you"

Empathy: "I feel WITH you"

Empathy Looks Like:

- Give full attention
- Listen to facts AND feelings
- Accept their feelings
- Give feedback on what you hear



"What might be going on that others don't see?"

Walk in their shoes → step into their experience