

# Social and Emotional Learning (SEL)

## Social Awareness: Empathy-Reflective Listening

**Overview:** In order to effectively navigate the world, understand the range of human experiences, and relate with others, students must learn to empathize with others. Empathy is the ability to understand and share the feelings of another person. It is a core component of social awareness. Being empathetic promotes trust, which leads to positive relationships built on open and honest communication.

### Objective:

The learner will practice using reflective listening to develop empathy.

**Child Goals:** I can show empathy by using reflective listening

**Vocabulary:** clarify empathy paraphrase reflective listening validate

### Materials:

Reflective Listening Cards  
Listening to Understand Student Resource  
Reflective Listening Scorecard Activity

## Learn- 10 minutes

Empathy is the ability to understand and share the feelings of another person. Reflective listening includes ACTIVE listening strategies for understanding.

Discuss the strategies with your learner to gain understanding.

Some strategies to use reflective listening to engage with another person include:

- paraphrase what you heard
- interpret the other person's feelings
- ask questions to clarify

Use the discussion questions to talk with the students about the role reflective listening plays in developing stronger empathy for others.

#### Discussion Questions

- What is reflective listening?
- What is the difference between listening to get information and listening to understand?
- How does reflective listening help to develop empathy?
- Describe a time when someone showed you empathy by using reflective listening.

## Practice-10 minutes

Using the Fishbowl Activity students are encouraged to practice and observe reflective listening

Have students create a circle with their desks, with two chairs facing each other in the middle of the circle. Set the Reflective Listening Cards in the center of the circle.

Provide each student with the Listening to Understand Student. Ask two volunteers to sit in the middle of the circle to have a conversation, using reflective listening.

Have one student choose a Reflective Listening Card to begin the discussion (or allow the student to choose their own conversation starter).

Direct the other student to use reflective listening to show understanding to the student speaking.

Adapted from RethinkED

## Deeper Dive – 20 minutes

Adapted from RethinkED

In the Reflective Listening Activity, Students will practice reflective listening in pairs.

Organize students into pairs. Provide each pair with the Reflective Listening Cards and the Reflective Listening Scorecard.

Have one student in each pair choose a topic to talk about. Encourage the other student in the pair to listen

reflectively. Allow the students about 3 to 5 minutes for the conversation. Then have the students switch roles and repeat.

When the students are done discussing the topics, have each student complete the Reflective Listening Scorecard, rating how well they felt listened to and understood by their partner.

Have the students exchange scorecards and discuss.

## Resource

# Listening to Understand

**Reflective begins with ACTIVE listening.**

**A**TENTION  
Pay attention by putting away other distractions and looking at the person you are talking with.

**C**CARE  
Use your body language to show you care. Lean in toward the person. Nod and/or smile when appropriate.

**T**TUNE IN  
Pay attention to the other person's body language and the tone of their voice to help determine how the person might be feeling.

**I**IDENTIFY  
Put your own feelings aside and try to imagine how the person might be feeling.

**V**VALIDATE  
Accept how the other person is feeling, even if you feel differently.

**E**ENGAGE  
Show interest using reflective listening. Reflective listening lets the other person know you were listening and provides the opportunity to correct misunderstandings.

**REFLECTIVE LISTENING**  
Paraphrase or rephrase what you heard.  
Interpret the person's feelings.  
Ask questions to clarify.






Student Resource ©rethinkEd 2020

## Resource

Share about a situation that frustrated you this past week.

Tell about where you see yourself in 10 years.

Tell about an embarrassing situation that you are able to laugh about now.

Tell about something you think people misunderstand about you.

Describe the person you most admire and tell why you admire that person.

Describe the most difficult argument you have had with a friend.

Tell about a time that you were falsely accused of something.

Describe the best gift you have received and tell who gave it to you and the occasion.

Share about the toughest decision you have had to make.

Describe your dream vacation, including where you would go, who you would go with, and what you would do.

Tell about the biggest problem facing our world today and what you would do to help solve it.

Tell about one thing you would change about yourself and why.

Tell about the person you would most want to have dinner with and why.

Describe your biggest pet peeve or the thing that bothers you most.

Describe the best movie you have seen or the best book you have read and why you liked it.

Tell about a cause you are passionate about and why.

## Reflective Listening Scorecard

Partner: \_\_\_\_\_

0 – not at all    1 – somewhat    2 – completely

Strategy	Score		
Paid full ATTENTION to me.	0	1	2
Showed CARE towards me.	0	1	2
TUNED IN to me.	0	1	2
IDENTIFIED with me.	0	1	2
VALIDATED my feelings	0	1	2
ENGAGED with me by paraphrasing what I said.	0	1	2
ENGAGED with me by checking how I was feeling.	0	1	2
ENGAGED with me by asking how I was feeling.	0	1	2

Activity

## Reflective Listening Scorecard

Partner: \_\_\_\_\_

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ENGAGED with me by paraphrasing what I said.	0	1	2
ENGAGED with me by checking how I was feeling.	0	1	2
ENGAGED with me by asking how I was feeling.	0	1	2

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## Helpful Tips:

Prior to the lesson, introduce the vocabulary words Talk about the role of reflective listening.

Prior to the activity, explain the Fishbowl activity to the student and talk about things he or she should be looking for as they observe the conversation. Pair the student with a partner who can help the student during the activity and serve as a model for completing the activity.

Following the activity, use the discussion questions to talk with students about how their experience listening reflectively.

### Discussion Questions

- How do you feel you did listening reflectively?
- Did you and your partner agree on your ability to listen reflectively? Explain.
- What are the biggest challenges for you to effectively listen reflectively?
- How did it feel to have your partner listen to you reflectively?