

OVERHEAD 4: REFLECTIVE PRACTICE (LISTENING SKILLS)—
CLASS PRACTICE

Step 1. Each partner should take a minute to think of a current personal or professional dilemma.

Step 2. Partner 1 will recount his or her dilemma.

Step 3. Partner 2 will show interest in the speaker's situation by using the listening and nonverbal techniques and avoiding the barriers (Tables 2.1 and 2.2).

Step 4. Partner 2 will choose reflecting and clarifying techniques to verify what he or she heard and show understanding of the feelings expressed.

Step 5. Partner 1 will give feedback on how well Partner 2 used the techniques.

OVERHEAD 5: REFLECTIVE PRACTICE PROCESS

	Supervisor	Teacher	Reflector
1. Setting the scene (5 min.)	<ul style="list-style-type: none">• Describes situation• Describes other person and possible reactions• Reviews steps on card and mentally rehearses	<ul style="list-style-type: none">• Listens carefully• Asks clarifying questions• Mentally rehearses responses	<ul style="list-style-type: none">• Starts monitoring time• Takes notes on key points• Simultaneously reviews steps on card
2. Practice (10 min.)	<ul style="list-style-type: none">• Practices each step	<ul style="list-style-type: none">• Responds consistently with the description of the other person	<ul style="list-style-type: none">• Observes practice• Takes notes• Keeps practice focused• Monitors time
3. Feedback and Reflections (10 min.)	<ul style="list-style-type: none">• Expresses personal reflections first• Follows reflection guidelines	<ul style="list-style-type: none">• Expresses personal reactions and reflections second• Follows reflection guidelines	<ul style="list-style-type: none">• Facilitates reflections and feedback• Provides summary• Offers notes to supervisor• Follows reflection guidelines