

Traps to Avoid

Righting Reflex

Tendency to try to actively improve/add to/change or fix responses

This will reduce the likelihood of change

Question-and-Answer

Asking questions until the person provides the answer you think is the “RIGHT” answer

Expert

Communicating based on your professional expertise, you have the answer to the person’s dilemma

Affirmation is not the same as praise

To praise is to raise a roadblock, as it implies at least subtly that the praiser is in a one up position.

Avoid affirmations that begin with “I”

Reflective Listening is NOT

- Ordering, directing, or commanding
- Warning or threatening
- Giving advise, making suggestions, providing solutions
- Persuading with logic, arguing, lecturing
- Moralizing, preaching, telling people their duty
- Judging, criticizing, disagreeing, blaming
- Agreeing, approving, praising
- Interpreting, analyzing
- Reassuring, sympathizing, consoling
- Questioning, probing
- Ridiculing