

## Reflective Listening vs. Judgmental Listening

Reflective listening is not just repeating back what someone says. The true purpose of reflective/insightful listening is to get a deeper sense of the person's world and to make certain that the speaker feels completely understood.

| Reflective Listening  | Judgmental Listening   |
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| <ul style="list-style-type: none"><li>▪ Listening so the speaker <i>feels</i> understood</li><li>▪ People often completely change or evolve their positions</li><li>▪ Impartial, nonjudgmental inquiry makes it possible for people to see something about their own thinking and positions</li><li>▪ The group is able to connect with common threads that may lead to a wiser solution than anyone had conceived of before</li><li>▪ Opinions catapult participants into insight, creativity, and solutions</li><li>▪ Provides the listener with a good grasp of what the speaker is attempting to communicate</li><li>▪ Illuminates the real issue that the speaker is trying to solve</li></ul> | <ul style="list-style-type: none"><li>▪ Listening focused solely on the content</li><li>▪ Immediate jump to evaluation, judgment, implications, applications, or memories</li><li>▪ Results in frozen positions, arguments and ill feeling</li><li>▪ Meetings become mired in and focused on differences that can seem irreconcilable.</li><li>▪ Opinions create a quagmire</li><li>▪ Listener finds fault with what the speaker is saying</li></ul> |