

Advanced Motivational Interviewing Reflective Listening Lesson Plan

Objective	To improve the WIC CPAs reflective listening skills.
Materials	Reflective listening practice slides.
Introduction	<p>Reflective listening is a key MI tool to build trust and rapport between a client and WIC CPA. Reflective listening lets the client know you have heard and understood them. It is simply listening to what the client said and repeating and/or translating back to the client what they just said in your own words. Reflective Listening can be used throughout the entire WIC visit from registration to anthropometrics, to the actual counseling session.</p> <p>It is better to practice reflective listening and get it wrong then not try at all. If you reflect back a sentence and it is not correct the client will correct you, which is OK! This helps to empower the client and gives them an opportunity to explain themselves a little more.</p> <p>Remember to always pause after your reflection and let the client respond. This ensures you actually understood the client or it gives the client a chance to explain themselves further.</p>
Development	As a group practice reflecting back the given client sentences, 1 example at a time.
Practice	Show the clients response and have volunteers turn the client's response into a reflection. Once a few individuals have given it a try show the given example. There can be multiple correct answers.
Check for Understanding	Have the group get into pairs. 1 person will be the client and 1 person will be the CPA. The instructor will give a general scenarios and the client will come up with a sentence. The CPA will then give a reflection. Have the participants switch roles so each person gets to practice reflective listening.