



Oregon WIC Listens – Continuing Education: *Mirror, Mirror on the Wall – Reflecting*

Time: 30 minutes

Objective:

1. Staff will be able to practice forming simple and deeper reflections.

Instructions:

1. Briefly review the information included in the **Content** section of this CE with staff.
2. Conduct a facilitated discussion with staff using the **Sample Questions** from the **Facilitated Discussion Guide** section in this CE.
3. Provide time for staff to practice forming simple and deeper reflections and to share their reflections with other staff members. (*Optional enrichment activity:* provide staff with index cards to record their reflections and start a bulletin board with their ideas: this could help promote information sharing among staff.)

Introduction:

When we reflect back to the participant what they have said to us, this provides a mirror of sorts for them to see themselves. It may be helpful for a participant to hear their own “change talk”.

Content:

A reflection is a brief response that lets the speaker know you’ve been listening and helps you check your understanding of what is being said or the emotion behind it.

Simple reflections

- ❖ Repeating or rephrasing what the person says in similar words

Deeper reflections

- ❖ Paraphrasing: making a guess to the unspoken meaning
- ❖ Reflecting of feeling: a paraphrase that emphasizes the emotional dimension through feeling statements

To develop deeper reflections, ask yourself these questions:

- What do I think she means?
- Why might this be important to her?
- What might she be feeling about this?
- What might she be trying to say that isn’t coming out?

Remember: by using reflections, we can direct the conversation back to specific areas we believe are important to highlight.

Examples of reflections:

“It sounds like you...”

“You’re feeling...”

“You feel that....”

“So you....”

Facilitated Discussion Guide - Sample Questions:

1. Tell me about your experiences using/forming reflections.
2. What have you found difficult about forming reflections?
3. What have you found easy about forming reflections?
4. Are there any reflections that you have found to be ineffective?
5. What are some of the reflections that you have found to be effective?
6. What do you think would be the difference in the response you would get after stating a simple reflection versus a deeper reflection?

Practice Activities:

1. Practice forming simple reflections, based on the statements below.

“I make him sit at the table until he eats his vegetables.”

Your simple reflection:

“I’m afraid that I will get fat with this pregnancy.”

Your simple reflection:

2. Use the questions provided to think about each situation below.

a) Your client is pregnant with her third baby. She attempted to breastfeed with her two previous children, but had to stop both times due to severe mastitis. When asked about how she plans to feed her baby, she responds, “I just can’t breastfeed.”

❖ What do I think she means?

b) *You just learned that your pregnant client is extremely private and is planning on going back to work shortly after the baby arrives. When asked about how she plans to feed her baby, she responds, "I just can't breastfeed."*

❖ **Why might this be important to her?**

c) *Your client is 8 months pregnant and is looking really tired. While you are talking with her, her toddler is running around the room. When asked about how she plans to feed her baby, she sighs and then responds, "I just can't breastfeed."*

❖ **What might she be feeling about this?**

d) *Your pregnant client is sitting in your office with her husband. When asked about how she plans to feed her baby, her husband starts shaking his head and your client blushes and responds, "I just can't breastfeed."*

❖ **What might she be trying to say that isn't coming out?**

Now, let's take those same situations to practice forming deeper reflections based on your answers to the above questions.

a) *Your client is pregnant with her third baby. She attempted to breastfeed with her two previous children, but had to stop both times due to severe mastitis. When asked about how she plans to feed her baby, she responds, "I just can't breastfeed."*

Your deeper reflection:

b) *You just learned that your pregnant client is extremely private and is planning on going back to work shortly after the baby arrives. When asked about how she plans to feed her baby, she responds, "I just can't breastfeed."*

Your deeper reflection:

c) *Your client is 8 months pregnant and is looking really tired. While you are talking with her, her toddler is running around the room. When asked about how she plans to feed her baby, she sighs and then responds, "I just can't breastfeed."*

Your deeper reflection:

d) *Your pregnant client is sitting in your office with her husband. When asked about how she plans to feed her baby, her husband starts shaking his head and your client blushes and responds, "I just can't breastfeed."*

Your deeper reflection: