

**COMPASS during COVID Reflective Questions: Conversations with students during this time of distancing**

**Discuss the following with your student staff member:**

- How are you balancing school and other parts of your life during this unprecedented time?
- What challenges have emerged as you’ve navigated the new learning environment and other changes? What did you expect? What is something that has been unexpected?
- What strengths do you have that are helping you to be successful in this new situation?
- As someone who cares about you, how can I support you?

**At the end of the semester, if you are connecting with your student staff member(s) again, ask the following:**

- How have your experiences this semester helped you build new skills or competencies?
- What have you learned about yourself because of this experience? What have you learned about your communication style?

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**Reflective Listening:**

*Using statements that show you understand*

Reflecting thoughts:  
> You think... because...

Reflection feelings:  
> You feel... because...

Facts:  
> You’re saying...

**Simple Reflections**

Restate using similar/same words:
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> You’re stressed.  
> This is on your mind.

**Complex Reflections**

Identify feelings

Metaphor

Non-verbals

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**In conversation, use open questioning and reflective listening strategies to facilitate meaningful reflection**

- Ask a couple of open questions to seek to quantify or gather facts.

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  What...?  
  When...?  
  Who...?  
  How many...?  
  How much...?  
  What were the reasons...?  
  What are the steps...?
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- Reflect back to the student some of what you heard and give them a chance to affirm or amend your reflection.

  **Reflecting Back:** Retelling the story in a way that helps capture the essence of the narrative that was shared.

  > I heard you say...  
  > It sounds like...

  Try to identify one or more of the following to help give structure to the retelling:

  - Theme
  - Timeline
  - Moral/Lessons Learned
  - Declarative statements about the person’s:
    - Passions
    - Interests
    - Needs
    - Perspective
    - Values