At each check-in with your student staff, ask the following:

◊ How are you balancing school and work-life during this unique time?
◊ As your supervisor, how can I support you?

At the beginning of this new way of working, ask the following:

◊ What challenges do you expect will emerge as you move to working remotely?
◊ What strengths do you have that will help you be successful in this new working situation?

At the end of the semester, wrapping up this work together, ask the following:

◊ How has your experience of working remotely helped you build new skills or competencies?
◊ What have you learned about yourself and your working style because of this experience? Your communication style?
◊ Looking ahead, would you want virtual work to be part of your future working environment? Why or why not?

Reflective Listening

Use statements that show you understand.

Reflecting thoughts:
You think... because...
Reflecting Feelings:
You feel... because...
Facts:
You’re saying...

Simple Reflections
Restating using similar/same words:
You’re stressed.
This is on your mind.

Complex Reflections
Identify feelings
Employ metaphors
Practice non-verbals

With each 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.
◊ Reflect back to the student some of what you heard and give them a chance to affirm or amend your reflection.

Open Questioning:
What...? When...? Who...? How many...? What are the steps...? What were the reasons...? How much...?

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