

Reflective Questions: Conversations with student staff members working remotely

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

- How are you balancing school and work-life during this unprecedented 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:

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:

You're stressed. This is on your mind.

Complex Reflections

Identify feelings
Metaphor
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.

*What...? When...? Who...?
How many...? How much...?
What were the reasons...? What are the steps...?*

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