

Let's Talk

Season 1 – Episode 6

11/21/24 draft

1. **Intro message** – Previously recorded
2. **Introduction** – Previously recorded
3. **Affirmation – Add music in Production Guest**
4. **Explanation of what's in store – Michelle**
 - a. Thank you! We do appreciate you for sharing with us. La Tanya we have a very special guest with us today. I'm so excited, so excited Michelle. Who's here with us?
 - b. Dr. Verletta Saxon is the DCFS Deputy Director of the Office of Research & Child Well Being and a licensed clinical professional counselor. Dr. Saxon believes that children, youth, and adults have the power to transform their lives when they build and develop relationships, have a sense of belonging, and use their strengths to achieve their goals. Dr. Saxon's gold mission is to be a "well-being" ambassador that supports life long learning, and assist others as they gain power and purpose in their individual lives.
 - c. Welcome to Let's Talk Dr. Saxon! (She says hello)
 - d. Today on Let's Talk with Dr. Verletta Saxon we are going to discuss Reflective Listening!
 - e. In our previous episode, we mentioned Reflective Listening as a way to avoid the Question-and-Answer Trap.
 - f. Reflective Listening is a huge part of building a partnering relationship with the families we work with, so we definitely want you to dig deeper into this!
 - g. La Tanya, last time we chatted about our experience when we go to a new doctor. They have a million questions and when you tell them what is going on with you the doctor often responds back as though they heard nothing you said.
 - i. This kind of first impression makes me want to often find a new doctor.
 - ii. When doctors or anyone asks too many questions they have fallen in the Q&A trap and we feel like they are not listening or really interested in our concerns.
 - iii. Dr. Saxon and La Tanya has that ever happened to you?

5. Topic 1 – **Reflective Listening** – La Tanya

a. **So, Dr. Saxon, can you please tell us how you would define Reflective Listening?**

i. Reflective listening is your listening really with the intent of understanding a person's idea, and perspective without judgement. So when you are actually connecting with a person, you are repeating back to them their idea, sometimes in their words, and you're really listening for corrections from them about how that is on point, or totally different from what they were thinking or saying. We also want to pay attention to that person's words, tone of voice, body movement, and their gestures; this is because their whole entire body is speaking to us. They're not just saying words, but they're also saying those words in a physical way, as well as verbally through the words that they are using. This helps us to build better relationships with individuals and helps us to really remain curious as we're asking questions without judgement and we're trying to ask questions that are about that person's perspective as they tell their story. As we listen to their perspective, you can always pick up on life events, skills, abilities, supports and the challenges that they are having in their life.

b. La Tanya: Dr. Saxon I love when you brought up the fact about the body language. Sometimes when we are with our families there are certain movements, certain eye movements, hands or feet, or moving around in their seat. Oftentimes we may see it and take it as something different, or may see it, and not "see it".

6. Topic 2 – **Advantages of using reflective listening in our daily practice** – La Tanya

a. **Dr. Saxon, can you share with our listening audience the advantages of using reflective listening while working with families?**

1. **Advantage #1:** It opens up better communication; there is open dialogue between you and the parent, or the youth. It develops a greater understanding of their perspective of how they see the world, how they interpret the world. It all leads to problem solving, the more you understand, the more you can communicate, the more you can understand from their perspective. This sets up the foundation for being able to problem solve with a parent, child, and foster parent to make sure that when you're problem solving it isn't about the way you see the world, but about how they see the world.
2. **Advantage #2:** It demonstrates empathy. It allows you to open up and think about a person in a way that is really helpful for them and to understand from the way that they see life and the world, what this means to them.
3. **Advantage #3:** Building trust;

7. **Topic 3 – MI & Reflective Listening – La Tanya**
 - a. Dr. Saxon as you know on Let’s Talk, we are chatting about all things MI. In our previous episodes we have discussed some of the ways that discord may arise, or a family may shut down and no longer want to communicate.
 - b. **Can you share with us how the use of reflective listening can aid us and our families during their change process?**

8. **Topic 4 – Dr. Saxon as we close out today’s episode can you leave us with words to inspire us as we continue our own personal and professional journeys?**

9. **Closing – Michelle**
 - a. **Main point**
 - i. **Recap the podcast topic on Reflective Listening based on Dr. Saxon comments**
 - ii. We are so thankful for your time with us today, Dr. Saxon. Thank you for joining us and our listening audience for this important conversation about Reflective Listening.
 - b. **Supporting data**
 - i. As we continue our MI journey together on Let’s Talk, we will continue to share tips, tools, and education on Motivational Interviewing
 - ii. Our next episode is beyond special because we will answer your questions from the field.

10. **Call to action - Michelle**

In the meantime, we would love to hear from you! So, Let’s talk! Tell us what you think about the episodes, make suggestions, ask questions, or anything else you’d like to talk about. Just email us at DCFS.LetsTalk@illinois.gov. We can’t wait to hear from you.

11. **Closing Song & Message**
 - a. I’m Michelle Moreno
 - b. and I’m La Tanya Riggs We hope you enjoyed your time with us and we can’t wait for you to join us again on Let’s Talk.

12. **Sponsor & Disclaimer message – Previously Recorded**
 - a. LaNia - The Illinois Department of Children and Family Services is providing the content of this podcast for public service training purposes only it is neither a legal interpretation nor a statement of DCFS policy. It does not replace professional advice. Reference to any specific product, service, or entity does not constitute an endorsement or recommendation by DCFS. The views or opinions expressed by employees, guests, trainers/facilitators, are their own and do not

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