

# COMMUNICATION SKILLS

OPEN ENDED QUESTIONS

AFFIRMATIONS

REFLECTIONS

SUMMARIES



# OPEN-ENDED QUESTIONING

**WHAT ARE YOUR IMPRESSIONS ABOUT HOW CURRENT PROGRAMS ARE WORKING OUT FOR YOU?**

**WHAT CAN YOU DO TO IMPROVE YOUR SITUATION?**

- Help understand the parents' /child's point of view
- Elicit their feelings about a given topic or situation
- Facilitate dialogue
- Encourage the parent/child to do most of the talking

# AFFIRMATIONS

**IT IS IMPRESSIVE THAT YOU HAVE GONE TO GREAT LENGTHS TO...**

**YOU'RE REALLY SERIOUS ABOUT THIS CHANGE.**

- Support and promote self-efficacy
- Acknowledge difficulties experienced
- Assists in resolving ambivalence

# REFLECTIONS

**SIMPLE:** TELLS THE PERSON YOU UNDERSTOOD WHAT WAS SAID.

**AMPLIFIED:** ADDS EXAGGERATION WHILE BUILDING DISCREPANCY

**DOUBLE-SIDED:** STATES BOTH SIDE OF AN ARGUMENT

- Strengthens the empathic relationship
- Encourage further exploration of problems and feelings
- Clarify exactly what the client means

# REFLECTIVE LISTENING SKILLS

**SIMPLE**

**COMPLEX**

- REFLECTION OF FEELING
- AMPLIFIED
- DOUBLE-SIDED



# SUMMARIES

SO, THIS IS WHAT YOU'VE SAID SO FAR...

**“IS THERE ANYTHING ELSE YOU THINK I SHOULD KNOW AT THIS POINT?”**

- Shows that the practitioner has been listening carefully
- Prepares the client to move on
- Provides a natural bridge when moving through the stages of change