

Perceptive Reflections

2:1 reflect twice as often
as you ask questions

Simple: mirroring, paraphrase client.

Double-sided: reflects pros & cons; your effort to capture two perspectives or two sides of a dilemma; affirms that you understand and heard client's dilemma.

Shifted focus: reframe; shift focus to avoid downward spiralling; move away from resistance(s).

Amplified: exaggerating so that the client will realize on their own that things aren't always so black and white; calls/prompts client to respond to the exaggeration; occupy the position against change; avoid sarcasm; avoid any judgement.

Summary: summarize a list of issues & bring it all together; capture the highlights of what client said; focus on the salient points.

Empathy: connecting with feelings and needs; avoid trying to "fix" things; powerful tool; understand emotional state.