

Reflective Listening Statements

- Reflections have the effect of encouraging the other person to elaborate, amplify, confirm, or correct
- **Voice inflection turns down at the end (otherwise it's a closed question!)**
- **Ways to open:**
 - So you feel...
 - It sounds like you...
 - So you...
 - It seems to you that...
 - You're wondering if...
 - You're feeling...
- Levels of reflection
 - **Simple**
 - Repeating (repeats an element of what the patient said)
 - Rephrasing (using new words)
 - Example
 - Pt: "It's hard to remember to brush my teeth because I'm so busy."
 - Provider: "Your life is hectic."
 - **Complex**
 - Paraphrasing (making a guess at unspoken meaning)
 - Reflection of feeling (a paraphrase that emphasizes the emotional dimension through feeling statements)
 - Example
 - Pt: "It's hard to remember to brush my teeth because I'm so busy."
 - Provider: "Your kids really wear you out"