

**NON-VERBAL
ENCOURAGERS**

**Encourage the
Other to Continue**

"Tell me more."

**NON-VERBAL
ENCOURAGERS**

**Let the Other Know
that You are Listening**

E.g. Nodding

**VERBAL
ENCOURAGERS**

Emphasise Strengths

"You are such a strong person."

**VERBAL
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**Notice & Appreciate
Positive Actions**

"I like the way you said that!"

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**Express Positive
Regard & Care**

"I hope your test goes well!"

**OPEN-ENDED
QUESTIONS**

"Who?"



**OPEN-ENDED
QUESTIONS**

"Where?"



**OPEN-ENDED
QUESTIONS**

"When?"



**OPEN-ENDED
QUESTIONS**

"What?"



**OPEN-ENDED
QUESTIONS**

"How?"



**OPEN-ENDED
QUESTIONS**

"Why?"



SUMMARIES

**Begin with a Statement
to Convey Attempt**

"Let me see if I understand..."

SUMMARIES

**End Summary with
Invitation for Response**

"Did I miss out anything?"

REFLECTION: REPETITION

**Repeat Words Without
Adding Anything New**

REFLECTION: REPHRASE

**Rephrase but
Stay Close to
What was Shared**

REFLECTION: PARAPHRASE

**Make Inferences
when Reflecting**

**REFLECTION:
REFLECT FEELING**

**Emphasise Emotions
of the Sharing**

**REFLECTION:
DOUBLE-SIDED**

**Reflect Previous &
Current Statements**