

FOUNDATIONS OF CARE & SUPPORT

Feedback Guide

NON-VERBAL ENCOURAGERS

Does the individual encourage the other party to continue?

How can they improve?

Does the individual let the other party know that they are listening?

How can they improve? (E.g. Nodding)

VERBAL ENCOURAGERS (AFFIRMATIONS)

Does the individual emphasise the other party's strengths?

How can they improve? (E.g. "You are such a strong person.")

Does the individual notice and appreciate positive actions?

How can they improve? (E.g. "I like the way you said that!")

Does the individual express positive regard and care?

How can they improve? (E.g. "I hope your test goes well!")

OPEN-ENDED QUESTIONS

Does the individual ask questions that begin with 'Who', 'What', 'When', 'Where' and/or 'How'?

How can they improve?

SUMMARIES

Does the individual attempt to summarise?

How can they improve?

Does the individual begin with a statement to convey their attempts at summarising?

How can they improve? (E.g. "Let me see if I understand what you've told me so far...")

Does the individual end their summary with an invitation for the other party to respond?

How can they improve? (E.g. "Please correct me if I'm wrong...")

REFLECTIONS

Does the individual repeat words or sentences without adding anything new? (Repetition)

How can they improve?

In attempts to rephrase, does the individual stay close to what the other party shared? (Rephrase)

How can they improve?

Does the individual make inferences about what the other party shares and reflect it in different words? (Paraphrase)

How can they improve?

Does the individual emphasise the emotions of the sharing when reflecting? (Reflect Feeling)

How can they improve?

Does the individual reflect current, resistant statements and previous, contradictory statements? (Double-sided Reflection)

How can they improve?