

ASA Cycles for Person-Centered Communication

The Affirm-Ask-Share (ASA) Cycle is a communication tool that builds rapport and trust between providers and clients for effective information sharing. This card reinforces skills covered in the RHNTC's [ASA Cycles for Person-Centered Communication and Counseling Video Series](#).

Use ASA Cycles throughout the visit:

Affirm/Acknowledge your client

"I'm so glad you asked about..."

Ask follow-up questions

"What questions do you have about...?"

Share relevant information

"Two out of 100 people who use this will..."

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Affirm/Acknowledge

Empathy

“Wow, that sounds really hard.”

“I can see how concerning this must be.”

Validation

“It sounds like you’ve thought a lot about this.”

“I am so glad you asked about that. Most people find that challenging.”

Agreement

“Yes, and...”

“I hear that from many clients! It’s true that....and also...”

Share

Relevant information in plain language

“Your ability to get pregnant returns to whatever is normal for you.”

“This could make your period heavier/lighter...”

Ask

Open-ended, focused questions

“How would that be for you...?”

“What is most important to you about...?”