



Video Transcript: Basic Counseling Skills Video Series #2 AD

Narrator (00:01): Affirm or Acknowledge your client by Finding Agreement and Pointing Out Health-Supporting Behaviors.

Description Narrator (00:06): Joely Pritzker and Patty Cason present various counseling examples.

Joely Pritzker (00:11): The following video focuses on the first A in an ASA Cycle, which is Affirming or Acknowledging the client.

Patty Cason (00:17): We show two ways to do this: Finding agreement and pointing out health-supporting behaviors.

Description Narrator (00:23): A provider and client speak in an exam room.

Provider 1 (00:26): Many people who use this method don't get their period. How would it be for you if you didn't get your period while you were using it?

Client 1 (00:33): My mom said it's not healthy to not get my period.

Provider 1 (00:36): Yes. Yes, your mom is completely right. When you're not using birth control, with hormones in it, it is important for you to get a regular period. What's different when someone uses this method, is that the hormones in it keep the lining of the uterus—

Description Narrator (00:50): The provider turns to a poster of the Female Reproductive System. She points to the center of the uterus.

Provider 1 (00:57): this part of your body—thin. A thin lining is safe, and it actually prevents uterine cancer. Knowing that, how would it be for you if you didn't get your period while you were using this method?

Description Narrator (01:09): The client and provider individually speak to the camera.

Client 1 (01:13): I was pretty sure that what my mom said was true, that if someone doesn't get their period, it could be a sign that something is wrong. If the provider had said, "No, no, it's fine, it's completely healthy," I'm not sure I would have really trusted them after that, and I might have felt uncomfortable that she was telling me I was wrong. And it would have taken me a bit to recover from that, because it's hard to listen when I feel criticized. When the provider said my mom is right, though, that felt good.

Provider 1 (01:46): You know, the first few times a patient expressed their concern to me, I didn't quite know what to say because I didn't want to tell them that their mother was wrong. When I look for agreement, I realized her mom was right, that it's really only in the context of hormonal birth control that it's safe for her not to get a period.

Patty Cason (02:06): Sometimes clients have misinformation you think needs clarification. When making that clarification, it's helpful to avoid telling them that they're wrong. Instead, focus on something you can support or agree with. Think of it as finding something positive, finding the "yes." To establish that, you're on their side, working as a team. After that, you can add your scientific or medical information with an "and." In other words, when you find yourself about to correct your client and say, "no, that's not right," say, "yes and..." And remember saying, "yes, but..." Is really the same as saying "no."

Description Narrator (02:44): A new provider and client speak in the exam room.

Client 2 (02:47): Uh... I'm here to get rechecked for chlamydia.

Provider 2 (02:50): I'm really glad you came in because it is important that you get rechecked. Were you and your partner able to finish all the medication that we sent to the pharmacy?

Client 2 (02:58): Oh, yeah. and we've also use condoms all the time since then.

Provider 2 (03:02): It sounds like you've really made it a priority to protect yourself from another STI.

Description Narrator (03:06): The client and provider individually speak to the camera.

Client 2 (03:11): It was a pretty big deal for me to ask my partner to use condoms. I'm proud that I was able to do that. And I appreciate that the provider noticed.

Provider 2 (03:21): It makes my day much richer when I pay attention to positive things clients are doing to support their own health. when I pay attention to positive things clients are doing to support their own health. I point out those positive things to clients whenever I notice them.

Joely Pritzker (03:32): Acknowledge your client by pointing out their health-supporting behaviors. There are many different things to notice and point out, like Insightful Questions, Condom Use, Adherence to a Birth Control Method, Exercise, Nutrition Improvement, Smoking Cessation, and ways in which someone is Knowledgeable about Health-related Topics. Key phrases you can use to point out positives are:

Description Narrator (03:58): The provider demonstrates various positive acknowledgements.

Provider 2 (04:01): It takes a lot of strength to stand up for yourself like that. I can see you've thought about this a lot. What do you make of the situation? Wow, I wouldn't have thought about it like that. You're right. I'm impressed that even with all those challenges that you've been able to do that. Nursing school? Wow. That's great! We certainly need more people joining our field. Welcome.

Narrator (04:32): This has been a production of the Reproductive Health National Training Center, RHNTC, and Envision Sexual and Reproductive Health.