



Video Transcript: Basic Counseling Skills Video Series #5 AD

Speaker 1 (00:00): Reflective Listening is a type of Affirm, Share, Ask cycle.

Description Narrator (00:04): Joely Pritzker and Patty Cason present various counseling examples.

Joely Pritzker (00:08): The following video demonstrates Reflective Listening, which is a type of ASA cycle.

Description Narrator (00:13): A provider and client speak in an exam room.

Provider 1 (00:15): Hmm. I'm hearing you say that you value being in touch with your body's natural rhythms, so you don't want to use birth control that changes your period. Do I have that right?

Client 1 (00:25): Yeah, absolutely.

Provider 1 (00:26): And it sounds like you are comfortable using an app to keep track of your cycles. Is that correct?

Client 1 (00:30): Mm-hmm [affirmative].

Description Narrator (00:31): The client speaks to the camera.

Client 1 (00:34): When my provider reflected back to me what she heard me say, I felt reassured that she was paying attention. It was clear to me that I did not need to keep explaining what is important to me in my birth control, because she got it.

Patty Cason (00:46): Use Reflective Listening, otherwise called rephrasing or paraphrasing, throughout the visit. There are three elements to Reflective Listening. Begin with an introduction by saying something like "it sounds like..." then rephrase, which is really just your reflection. And make sure not to repeat verbatim what they said, use different words to capture the essence of what they meant. Then, end with a check for accuracy with a question like "did I get that right?" And sometimes just a pause will serve the same effect. When you reflectively listen, clients have the opportunity to hear their own priorities and preferences spoken out loud. They can also confirm, or in some cases, correct or clarify your representation of what they said. Use your reflections to summarize as the client moves forward towards decision making. By building rapport and allowing you to sensitively control the length and focus of the conversation, rephrasing makes the visit more efficient and more enjoyable. When you rephrase, consider the client's tone of voice, body language, and facial expressions in addition to the words that they say.

Description Narrator (01:55): A provider demonstrates reflective listening in various examples.

Provider 2 (01:59): It sounds like you're excited to start your family soon. Did I get that right? I'm hearing you say you'd like a method you can forget about, and that would help prevent heavy periods. Is that right?

Description Narrator (02:11): A new provider and client speak in the exam room.

Provider 3 (02:14): I'm hearing that, on the one hand, you are understandably upset about getting chlamydia again, and on the other hand, asking your husband to use condoms feels very uncomfortable to you. Do I have that right?

Description Narrator (02:28): The client nods. The client and provider individually speak to the camera.

Client 3 (02:33): I have a real problem that I'm struggling with, and I need to figure out how I'm going to protect my health. When the provider spelled it out for me—without any judgment— that helped me clarify what my priorities are.

Provider 3 (02:47): I used to be very uncomfortable when clients would experience ambivalence, because I thought it was my job to help resolve it for them. When I use Reflective Listening and use the “on the one hand, on the other hand” skill, I'm able to neutrally present the conflicts and obstacles so the client can see and address their own ambivalence. Because after all, it's up to them.

Joely Pritzker (03:12): One type of Reflective Listening is the “on the one hand, on the other hand” approach. Use the skill when the client is experiencing ambivalence, or their behavior appears to be inconsistent with their stated goals. This also works if there are externally imposed obstacles or barriers to achieving those goals. State the goal on the one hand, and either the obstacle or the barrier on the other hand. Some examples of this are...

Description Narrator (03:40): The provider demonstrates the approach in various examples.

Provider 3 (03:43): I'm hearing you say that on the one hand, it's really important for you to prevent pregnancy until you're out of school. And on the other hand, it's really difficult for you to get in for your depo shot. Do I have that right? It sounds like on the one hand, you know how important it is to treat the abnormal cells on your cervix, and on the other hand, you hate the idea of coming in for another procedure.

Speaker 1 (04:06): This has been a production of the Reproductive Health National Training Center, RHNTC, and Envision Sexual and Reproductive Health.