

## O

## OPEN-ENDED QUESTIONS

- ▶ *What...*
- ▶ *When...*
- ▶ *Where...*
- ▶ *Who...*
- ▶ *How...*
- ▶ *Tell me more about...?*

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## AFFIRMING

- ▶ *It's great that you are here today...*
- ▶ *It sounds like you've been really thoughtful about your decision.*
- ▶ *You're really trying hard to...*
- ▶ *It seems like you are really good at...*

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# R REFLECTIVE LISTENING

- ▶ *Some of what I heard you say...*
- ▶ *You just said that it's really important for you to...*

*You seem [to be feeling]...*

- ▶ *sad...*
- ▶ *frustrated...*
- ▶ *excited...*
- ▶ *angry...*

*I noticed...*

- ▶ *tears in your eyes...*
- ▶ *your voice sounds shaky...*
- ▶ *you smiled when you said that...*

# S SUMMARIZING

- ▶ *How would you summarize...?*
- ▶ *A minute ago you said... would you like to talk more about that?*
- ▶ *It seems like your plan is to...*

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