



Creating Change in 15 Minute Consults

COMMUNICATION
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Active listening

Active Listening is where we 'listen on purpose'
Not about facts, but developing a deeper understanding of where the client is at, considers their experience, values and their strengths.

- Listen for clues about barriers and importance
- Listen to the non-verbal cues
- Ask open ended questions to evoke self discovery
- Allow silence
- Reflect and summarise to show understanding
- Affirm strengths & learnings



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Active listening = a deeper understanding

Clients experience being truly listened to,
feel valued and understood.


This invites trust
Helps them feel safe to share
Invites awareness
Builds self efficacy



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OARS
The tools we use for active listening:
Open-ended questions
Affirmations
Reflections
Summaries

Counselling skills -
known as OARS in motivational interviewing



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Open questions

What, Who, How, When, How

Gather insight not information
- learn about their values and goals)

✔ Client does most of the talking

🙄 Why???? Feel judgemental/defensive




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Open questions

What, Who, How, When, Who

Asking the RIGHT questions helps clients connect the dots between their actions and getting what they want.

- What's important to them?
- What makes change worthwhile?
- What can they do?



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Closed Questions vs Open Questions

- > Can you
- > Do you
- > Have you
- > Will you
- > Is it...
- > What can you
- > How do you
- > When have you
- > What will you
- > What is

Closed Questions vs Open Questions

Do you feel you have a problem with alcohol?

Is it important for you to reduce your blood pressure?

Have you tried to quit smoking in the past?

Do you have anyone to support you in this new behaviour?

Anything else?



What problems has your alcohol use caused you?

How important is it for you to reduce your blood pressure?

What can you tell me about your past attempts to quit smoking?

Who in your life could support you in this new behaviour?

What else?

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Powerful silence

Allowing silence will prompt your client to look a little deeper



Reflecting words, thought & feelings

Repeating or rephrasing a statement to capture the implicit meaning and emotion

- Hold up a mirror
- Reflect their reasons to change, values, strengths
- Uses the clients words
- Capture the clients thoughts, feelings
- Clarify meaning
- Moves a conversation forward - springboard '....yes! and....!'

Ideally we should aim to use reflections more than questions.



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Simple reflection: repeat or slightly rephrase what we hear the client say
- might use exact words

Complex reflection: reads between the lines to tell what a client is feeling (from verbal or non-verbal cues)

Double sided: reflect positives and negatives arguments for change.

Metaphors: highlight different perspectives



How to : Reflections

Reflections are statements not questions.

Try beginning your reflections with

- So you feel...
- It sounds like you...
- It seems that.....
- What I hear you saying is...
- You're wondering if...

Over time you'll find you pick up on key words to repeat.

Summaries:

Listen for and Summarise the key points of the conversation

Clarify understanding of the discussion so far
Point out discrepancies between the person's current situation and future goals
Demonstrates listening and understand the client's perspective

- Check in & clarify
- Helps the client organise their thoughts and feelings



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How to : Summaries

Group together key reflections :

- Contrast behaviours and values/goals
- Highlight reasons to change & reasons to stay the same
- Demonstrate and clarify you understand
- Move conversation forward

'Let's see if I have it all...'

'From what you've said, it sounds like...'

'So what I am hearing is'...

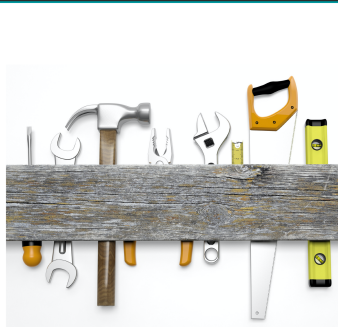
Toolkit

Open ended questions to evoke change talk

Open ended questions for engagement

Double sided reflections for ambivalence

Affirming



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Communication Roadblocks

Thomas Gordon came up with 12 communication roadblocks

1. Ordering, directing, or commanding
2. Warning, cautioning, or threatening
3. Moralising, telling people what they should do
4. Advising, making suggestions, providing solutions
5. Persuading with logic or lecturing
6. Criticising, judging, blaming
7. Praising, approving
8. Labelling, shaming, ridiculing
9. Analysing
10. Sympathising or consoling
11. Probing questioning
12. Avoiding, distracting, withdrawing, changing the subject



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Take home message

Communication builds trust, connection, helps a client feel heard and prevents clients from feel interrogated

- Ask open questions
- Use double sided reflections
- Summarise, summarise summarise

Using your communication toolkit helps your client to tell their story, feel heard, supported and gives them space to explore their motivation and ability to change.