**Reflective Listening – The Basic Approach**

Reflective Listening is used to maximize client engagement in treatment.

****

**O** – Open-ended Questions

**A** – Affirmations

**R** – Reflections

**S** – Summaries

**OARS keep the conversation moving productively forward.**

**Goals**

1. More than 50% of all your statements are reflections.
2. More than 30% of are open questions.
3. Include one or two affirmations every few minutes.
4. Don’t challenge the client, and don’t give suggestions or information unless you have permission from the client.

**Affirmation** = A statement that highlights a positive in the client’s behavior or character that

will help them move toward their growth and health goals. For example:

“You had to do a lot of work to get here today. You are really committed to your health.”

**Reflection** = Saying back to a client what they said to you.

**Simple Reflection** = Say the exact words, or close to it.

EG: “You are feeling depressed today.” “This isn’t easy for you.”

**Complex Reflection** = Say something that the patient DID NOT say, but that is close to their actual experience. Includes:

Feeling – “You’re angry.”

Deeper meaning – “This is really about your whole marriage.”

Metaphor – “The squeaky wheel gets the grease.”

Double-sided – “You want to feel healthy, but also you feel stuck.”

Amplified – “Having fund is more important than your health.”