Responding to Change Talk: EARS!

Elaborating: In what way… ?; Tell me more…; What else?

Affirming: That took a lot of courage; You’re a person who can make changes when you need to…

Reflecting: That’s really important to you …; You realize it’s become a problem…

Summarizing: There are a number of things I’m hearing about your situation. First, you’re concerned about….. Also, you feel…., and you are thinking…