

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...

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