

Volley

- ① GI - Giving Information
- ② Questions : Closed CQ
Open OQ
- ③ Reflections : simple SR
CR
- ④ MIA - MI Adherent
Asking perm
Affirming or optimistic
Emphasized control
Supportive - compassion +
empathetic
- ⑤ MNA - Advising w/out perm
Confronting
Directing