



## Definition

## Stems

## Reminders

### Closed Question

- Questions intended to gather very narrow and specific information
- Questions that can always be answered with a "yes" or "no"

- "When..."
- "Is..."
- "Do/Did you..."
- "Where do you..."
- "Are..."

- Questions are essential to all assessments and interviews, however be careful of falling into the question and answer trap
- Closed questions convey little concern about the client
- They are more about the interviewer and getting the job done

### Open Question

- Questions intended to gather broad and descriptive information
- Questions that require more of a response than a simple yes or no

- "Tell me about..."
- "Describe..."
- "How..."
- "What..."
- "Give an example..."

- Open questions convey more concern for the client
- They are more about the client and helping with change
- Regardless if they are closed or open questions, do not ask 3 or more questions in a row as research shows it leads to increased defensiveness

### Affirmation

- Statements showing positive recognition for the client's achievements, experiences and feelings

- No stems
- No contrivances

- Do not use unless sincere
- People learn more from positive reinforcement
- Seek the opportunity to affirm, compliment and reinforce the client

### Reflection

- Simple  
Statements that repeat back to the client either the content, meaning or emotion related to what was said
- They add little or no meaning or emphasis to what was said

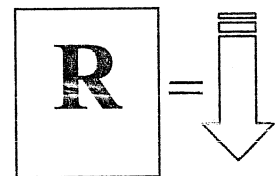
- Simple  
"So..."
- "You are..."
- "It's like..."
- "You feel..."
- "I heard you say..."

- Reflections are a proven communication technique for checking in with the client to verify if what you are understanding is correct
- Both interviewers and skill raters can easily confuse reflections with closed questions pending the intonations

- Amplified  
Statements that reflect back what the client has said, but exaggerate or increase the intensity of what was said
- They purposely intensify the resistant element and offer the client the opportunity to argue for change

- Amplified  
Client: "I'm mad..."  
PO: "You're so enraged you could just..."  
Client: "I'm not that mad..."
- Client: "I've never thought about quitting..."  
PO: "You'll drink until you die..."  
Client: "I didn't say that"

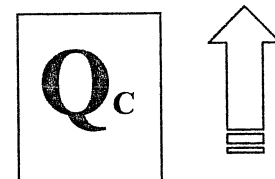
- Reflections = INTONED DOWN



- Double Sided  
Statements that reflect back both sides of the ambivalence

- Double Sided  
"On the one hand... AND on the other hand..."
- "One way of looking at it is... AND another is..."

- Closed Questions = INTONED UP



### Summary

- Statements that reflect back 3 or more pieces of information to the client
- They are a collection of 3 reflections with an opening and closing bookend

- "Let me see if I've got this right...1...2...3...Is that right?"
- "So to summarize... 1...2...3...Did I miss anything?"

- Since summaries are technically a collection of reflections, both interviewers and raters can confuse the two
- Key into the bookends and the 3 reflections