

Maintaining Regular and Consistent Communication

Statements that Help

Examples

Statements that Reflect Back

Show that you understand how the person feels

Reflect the speaker's basic feelings

'You seem very upset'

'You sound rather cross'

Help the person think about their feelings after hearing them expressed by someone else.

Statements that Summarize

Review progress

Restate major ideas expressed, including feelings

'These seem to be the key ideas you have expressed...'

Pull together important ideas and facts

'What you seem to be saying is...'

Establish a basis for further discussion

'What I hear you saying is....'

Statements that Appreciate

Show you value the speaker

Acknowledge the importance of their concerns and feelings

'I appreciate your willingness to talk about this'

Show appreciation for their efforts and actions

'I'm glad you told me'