

Perceptive Reflections Examples

Simple Reflections: Act like a regular mirror. You paraphrase, simply restating what you heard from the client.

Client: We have already done a needs assessment and none of us have time to do another one.

Simple reflection: I know you have done a needs assessment and there is not enough time to do another one.

Client: YES! It's frustrating to have to keep doing these and I am not sure who could do this.

Empathy reflection: When you say it is frustrating it sounds like you feel like you are jumping through hoops and you are wondering about who has the time and ability to dig into the data some more...

Amplified Reflections: Act like a funhouse mirror. You paraphrase, while maximizing or minimizing what you heard to evoke disagreement in the direction of change talk towards the client's vision and goals

Client: We have already done a needs assessment and none of us have time to do another one.

Amplified reflection: I hear you saying that you don't know anyone who has the time to do another needs assessment and don't know what is the use of doing one.

Client: I know it is important to know what is going on here in our community. And we do what needs to be done and we could figure out how to add to what we have.

Empathy reflection: When you say we could figure out how to add to what we have it sounds like maybe you could do some thinking and talking about who might have the time to take the lead on this, because it would help you do the best for your community.

Double-sided Reflections: Act like a dressing room mirror, restating what you heard from the client such that multiple perspectives are revealed.

Client: We have already done a needs assessment and none of us have time to do another one.

Double-sided reflection: I hear you saying that you don't have anyone who has the time to do another needs assessment and don't know what is the use of doing one. But I

have also heard you say that getting all the information you can helps you plan for good prevention in your community.

Client: Right, we want to do the best things for our kids and community, but we are all stretched thin here. If we could figure out how to do this without having to entirely reinvent the wheel, well, THAT would be different.

Empathy reflection: When you say we would like to not reinvent the wheel it sounds like you are feeling like you are spinning wheels instead of taking action. That your need to “get all the facts” makes you feel as if the “doing the work of prevention” is not happening.

Shifted-Focus Reflections: Act like a periscope. You paraphrase, restating what you heard from the client to direct attention away from resistance-provoking topic to another one.

Client: We have already done a needs assessment and none of us have time to do another one.

Shifted-Focus reflection: Because you don’t have time to redo an assessment, let’s talk about how and who you want to engage to help address the SPF. You said the SPF priority suggested that you might need to reach out beyond the “usual suspects.”

Client: Yeah, this could be an opportunity for us to start working more closely with our local police and the campus. We have already called the local community officer and he’s connecting us with the campus force.

Empathy reflection: Sounds like you are really getting some traction going here...that making these connections is helping the coalition come together and that feels positive and like some progress is being made. Would you be willing to let me know if that is on track?