

## Reflecting

### Reflecting

Molly Kellogg, RD, LCSW

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#### Foundation Skills

##### **OARS**

- Open questions
- Affirm Efforts and Strengths
- Reflect/Mirror
- Summarize

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#### Our Outline

- Why reflect?
- What is reflecting?
- When to reflect?
- How to use it more effectively

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## Reflecting

### Why reflect?

*Clarity of observation is possible  
only when we are able to  
suspend judgment.*

Shale Paul

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### What you do

- Restate what you hear
- Make a guess about meaning and say it as a statement

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### You can reflect

- Body language
- Tone of voice
- One word
- A phrase
- An emotion
- A whole concept or process

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## Reflecting

### What reflecting sounds like

- You really dislike spinach
- Cooking is not fun for you
- You're confused about how to choose foods
- Ice cream helps calm you down after work
- You have a very busy work schedule
- You do want to be stronger
- You care a lot about your kids
- You haven't yet found a form of exercise that works for you

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### Types of reflections

- Simple
- Double-sided
- Reflection with a reframe
- Reflection with a twist
- Summary

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### When to reflect

- After an open ended question
- When client is thinking about change
- When you hear ambivalence
- When you hear strong feeling
- When you sense resistance

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## Reflecting

### What to reflect

- Change talk: desire, ability, reasons, need, commitment, taking steps
- Ambivalence
- Meaning/values/beliefs
- Knowledge/experience
- Short summaries

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### What reflecting does

- Maximizes information exchange
- Conveys respect and empathy
- Highlights and encourages change talk
- Reminds us that almost all the answers are in the client
- Slows down the process when stuck
- Helps clients see & work through ambivalence
- When you don't have a clue what to do

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### Powerful reflections are...

- Statements, not questions
- Short
- Often

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## Reflecting

*You can't fake listening.  
It shows.*

Raquel Welch

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### Practicing Reflecting



- Observe what you do now
- Choose a type of reflection to practice
- Practice with friends and family

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