



PARAPHRASING EXAMPLES

Counselling and communication

Empathy

- When hearing emotional pain we can easily jump to an immediate reaction to 'fix it' which is not always helpful.
- Does not empower a person
- When we empathise with others, we give them space to process
- They feel heard
- We offer the experience of support
- The opportunity to have their feelings validated, valued and heard.

Empathic statement

- You feel hurt because of your experience..
- I can hear in your voice that..... Has been really difficult for you.
- It sounds like you have really tried to make sense of the situation.
- That sounds like a frightening experience for you...
- What I hear is that you have been treated unfairly.....
- I can see why you were feeling hurt in that situation....

Re-cap Paraphrasing

- Re-state the speakers thoughts, emotional content and the speakers internal subjective world (self-concept)
- Reflect back key phrases, content and emotions without interpreting it but rewording it your own word, so it is not like a parrot.
- Effective paraphrasing is part of effective listening which ensures understanding.
- Build rapport and empathy

Sentence starters

- What I seem to be hearing is.....
- So what you are saying is.....
- So it's as though
- In other words, what you're saying is.....
- What appears to be coming across is.....
- So in effect, what you are saying is....
- It sounds as if you.....
- It seems like you are feeling.....
- I sense that you feel.....

paraphrasing

- Client:- I used to enjoy going out and having fun, Now I have to really force myself, and I don't seem to enjoy myself any more. I just have a, a Feeling of sadness. I'm not really part of the group any more.
- **(KEY WORDS AND PHRASES HERE ARE – (GOING OUT, FUN, FORCE, SADNESS, NOT PART OF)**
- **Counsellor:- In the past, Andrew, you had a great time socialising. Right now, however you sound like you have lost your drive, and do not get much pleasure from going out and meeting people. For a lot of the time you say you are feeling down and flat and not do not feel part of what's going on around you.**

Paraphrasing

- Client:- I don't expect Sam to help out with all the house hold chores, but he knows very well I need time to study for my nursing exams. I can't spend all my spare time cooking and cleaning and waiting on him hand and foot.
- KEY WORDS AND PHRASES ARE (EXPECT, CHORES, TIME, EXAMS, HAND AND FOOT)
- Counsellor:- It sounds like Susan, that you would like Sam to support you more, and take his share of the work around the house, so that you can find more time to study for your exams, instead of running after him. You would like a bit more sharing.

Paraphrasing

- Client:- I'm not getting on well with my studies. I can't concentrate on what I am doing and I am feeling really fed up with the course. I am thinking of dropping out.
- KEY WORDS AND PHRASES (CAN'T CONCENTRATE, FEELING FED UP, THINKING OF DROPPING OUT)
- COUNSELLOR:- You sound rather gloomy and fed up at the moment with your studies, and perhaps concerned where you are going with your studies to the point that are you considering dropping out.

Paraphrasing

- Client:- we just argue and argue and don't see, to get anywhere. I don't know what to do. It's so frustrating. I wish I knew the answer. I don't seem to be able to handle our relationship.
- Key words and phrases (Argue, frustrated, don't know what to do, can't handle the relationship)
- Counsellor: - You're extremely frustrated with constant unproductive arguments and you are struggling to know how to improve your relationship.

Reflect feeling and reasons

- Client:- My offer on the flat has been rejected and someone else has it. I'm so disappointed.
- Counsellor:- You are feeling extremely upset at not getting the flat that you wanted so badly
- Client:- Yes I am really upset, I am angry and disappointed.
- Client:- Ever since he left, I'm afraid that I will find no one new for a relationship.
- Counsellor:- You're scared because you fear you won't meet another boyfriend
- Client:- Yes, I get anxious just thinking of how difficult it is.

Reading list

- Nelson-Jones, R. (2016) *Basic Counselling skills* 4th ed. SAGE. London
- Nelson-Jones, R. (2011) *Practical counselling and helping skills*. SAGE. London
- Sutton, J and Stewart W. (2008) *Learning to Counsel, develop the skills, insight and knowledge to counsel others* 3rd ed.