

COMMUNICATION AND COUNSELLING SKILLS

REFLECTION AND PARAPHRASING

REFLECTION

- Reflecting of feelings involves putting into words any emotions and or feelings that you pick up from the speaker
- When you reflect back the expressed emotions, it helps the speaker to own and accept their own feelings.
- You are feeling guilty about...
- You feel sad because.....
- You feel quite anxious about meeting his parents
- You feel very stressed with the new workload

WHAT IS PARAPHRASING?

- It is a counselling skill that repeats back your understanding of the material which has been brought by the client using your own words
- The counsellor/nurse chooses the most important details (content), thoughts and feelings and reflects them back to the client/patient
- Is described as holding up a mirror to the speaker, but not so they can see their face, but to exam their thoughts, feelings, beliefs, values, ideas and self concept.

A person wearing a white long-sleeved blouse and a red skirt is holding a large, ornate, gold-colored oval mirror frame in front of their face. The mirror frame is highly decorative with intricate carvings. The person is standing in a field of tall, dry grass. In the background, there are rolling green hills and a cloudy sky. The overall mood is contemplative and artistic.

Mirror back
1. Thoughts
2. Feelings
3. Beliefs
4. Values
5. Ideas of self concept

PARAPHRASING SKILL:

- Is a counselling skill used as an empathic response
- It repeats back your understanding of the material stated by the client/patient **but in your own words.**
- A paraphrase reflects the **essence** of what has been said, choosing details such as thoughts, feelings and content.
- Good paraphrasing indicates **attentive listening**
- Helps build the client/patient rapport and **builds empathy**
- It shows the client/patient that they have been heard
- Enables the helper's understanding by clarifying the client's meaning.

PARAPHRASING IS NOT

- Paraphrasing is not repeating everything back to the client/patient word for word like a parrot
- Paraphrasing is not being judgemental in your response
- To avoid sounding like a parrot use your own words to recall back to the client/patient what you have heard using feelings, thoughts and content.

EXAMPLE OF PARAPHRASING

- **Client:-** “I’m having a hard time communicating with Bill and I don’t know what’s going on?”
- **Counsellor :-** “It sounds like you’re frustrated that you and Bill aren’t getting along and are feeling confused to what is happening in your relationship”.
- **Client:-** “Yes..... and I think he’s avoiding me on purpose”.

RATE THE EMPATHIC RESPONSES OF PARAPHRASING

- “I can’t make up my mind about whether I really want this job. I don’t feel confident, but my spouse is pushing me hard to accept”
- (A) It seems like you are under a lot of pressure at the present time and feeling very uncertain. It feels like a very uncomfortable position to be in.
- (B) It sounds as though you don’t really know what to do for the best.
- (C) I know just what it is like. I was in the exactly the same situation as you last year. Men/ women are all the same.
- (D) Don’t worry, leave matters to settle for a day or two, I’m sure you will arrive at a decision then.

WHICH ONE IS AN ACCURATE EMPATHIC RESPONSE?

- “I’m happy at home with the children and feel it’s important for me to be there for them, but most of my friends have gone back to jobs now and I feel I’m getting stale and rather a dull person”
- (A) Are you saying that you feel you may go back to work?
- (B) You sound as if you enjoy being a mother, but you’re beginning to wonder if home life is stimulating enough
- (C) You sound fed up, How old are your children?

7. Examples of Paraphrasing:

7.1: Condensing client's message and capturing the essence of it

Client: I lost my job at the start of the year. On top of that I had marital problems with my husband. My children just don't seem to respect me.

Social worker: The message I get is that you've had a number of serious things going wrong this year.

7.2: Though using the same words, trying to make it sound like it is from a different angle by changing the sequence of the words.

Client: I know it doesn't help my depression to sit around at home or stay in bed all day.

Social worker: It sounds like you know you should avoid staying in bed or sitting around all day to help your depression.

7.3: Checking accuracy of the rephrased statement with client

Client: I have been having a terrible time at work. I am so restless and I cant seem to concentrate. My supervisor warned me that I am not doing a good job and that if I don't improve, she would fire me.

MANAGING RESISTANCE IN PARAPHRASING LINKING OPEN ENDED QUESTIONS

- **Client:** - I think coming here is a waste of time. My parents keep picking on me and they are the ones who need help.
- **Counsellor:** - You feel angry about coming here because you feel you parents are the people with the problems.
- **Client:-** Yeah
- **Counsellor :-** I sense that you are uncomfortable about being here, would you care to tell me how you view the situation as I would really like to understand your view point.

LEAD IN STATEMENTS IN PARAPHRASING

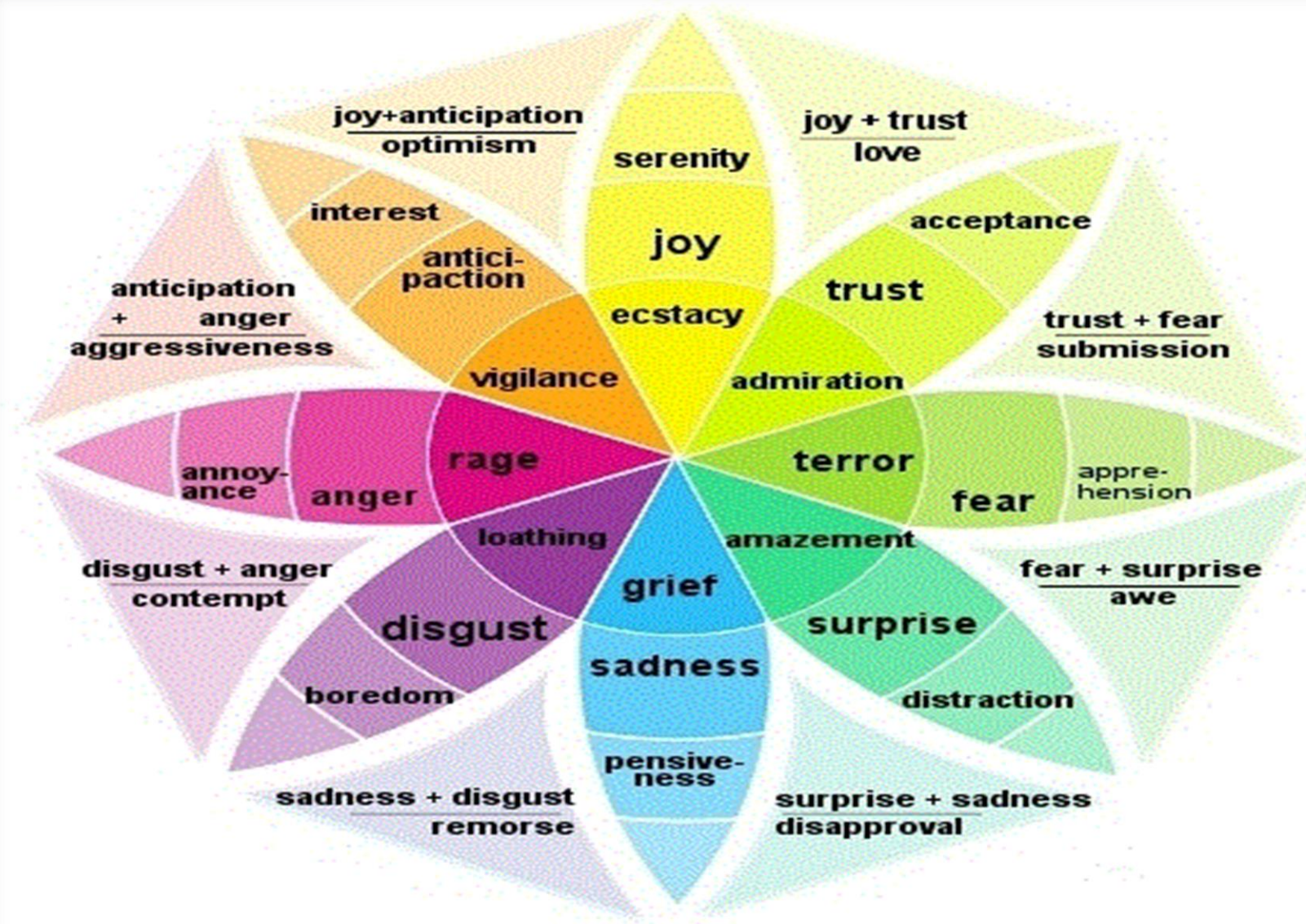
- What I hear you saying is.....
- It Sounds like you feeling
- It seems as if you
- What I hear you saying is.....
- In other words.....
- I sense that you are.....
- As I understand you.....

EXAMPLE OF PARAPHRASING IN CONTEXT



Intensity of Feeling Chart

	Happy	Sad	Angry	Confused	Afraid	Weak	Strong	Guilty
High	Elated Excited Overjoyed Thrilled Exuberant Ecstatic Fired up Delighted	Depressed Disappointed Alone Hurt Left Out Dejected Hopeless Sorrowful	Furious Enraged Outraged Aggravated Irate Seething	Bewildered Trapped Troubled Desperate Lost	Terrified Horrified Scared stiff Petrified Fearful Panicky	Helpless Hopeless Beat Overwhelmed Impotent Small Exhausted Drained	Powerful Aggressive Gung Ho Potent Super Forceful Proud Determined	Sorrowful Remorseful Ashamed Unworthy Worthless
Medium	Cheerful Up Good Relieved Satisfied Contented	Heartbroken Down Upset Distressed Regret	Upset Mad Annoyed Frustrated Agitated Hot Disgusted	Disorganized Foggy Misplaced Disoriented Mixed up	Scared Frightened Threatened Insecure Uneasy Shocked	Dependant Incapable Lifeless Tired Rundown Lazy Insecure Shy	Energetic Capable Confident Persuasive Sure	Sorry Lowdown Sneaky
Mild	Glad Content Satisfied Pleasant Fine Mellow Pleased	Unhappy Moody Blue Sorry Lost Bad Dissatisfied	Perturbed Uptight Dismayed Put out Irritated Touchy	Unsure Puzzled Bothered Uncomfortable Undecided Baffled Perplexed	Apprehensive Nervous Worried Timid Unsure Anxious	Unsatisfied Under par Shaky Unsure Soft Lethargic Inadequate	Secure Durable Adequate Able Capable	Embarrassed



LIST A VARIETY OF WORDS TO DESCRIBE AN EMOTION

- **Anger**
- **Sadness**
- **Happy**
- **Fear**
- **Confused**
- **Disgust**
- **Hurt**

SUMMARISING

- **Longer paraphrasing**
- **Sums up the main themes that are emerging**
- **Purpose is to clarify emotions**
- **Review the work**
- **Move the counselling forward**
- **Ties all the work together**

