

Appendix F

Reflective Listening:

- **Simple reflection** is rephrasing what the client has said to communicate that you have heard them and there is no intention of arguing with them. An example using the first statement below – “quitting smoking feels almost impossible because you spend a lot of time with others that smoke.”
- **Amplified reflection** is when the nurse exaggerates the point to the where the client may even disagree (the nurse needs to have a good rapport with the client and avoid overdoing this or the client may feel patronized by the comment). For example – “So you couldn’t quit because then you would not feel comfortable with your friends anymore.”
- **Double-sided reflection** is when the nurse reflects back both the resistant statement and a previous contradictory statement that the client may have made. For example – “You cannot imagine how you could not smoke with your friends, and at the same time you’re concerned about how short of breath your becoming.”

For each of the client statements, write a reflective listening statement that is simple reflection, amplified reflection, or double-sided reflection.

1. I cannot quit smoking! All of my family smokes!
2. I have so many medications that I’m suppose to take, I just cannot keep them all straight.
3. I don’t have time to prepare a healthy meal, none of my friends do either.
4. I can’t afford my diabetes medication.
5. It’s much too easy for me to stop and pick up a fast food meal.
6. My doctor told me to control my blood sugar, but I don’t know how.
7. I like my morning with a cup of coffee and a cigarette.
8. If you don’t have cardiac problems, you don’t know what it is like for me.