

Responding to Change Talk: EARS!

Elaborating: In what way...? Tell me more... What else?

Affirming: That took a lot of courage, You're a person who can make changes when you need to...

Reflecting: That's really important to you... You realise it's become a problem...

Summarising: There are a number of things I'm hearing about your situation, first, you're concerned about...,Also, you feel...,and you are thinking...