



Empathizing



Connecting



Eliciting



Evoking



Collaborating

Open-ended Questions	
<b>'How'; 'What', and 'Tell me more about...'</b>	The gold standard of communication. At least a 3-1 ratio is recommended (3 open needed questions for every 1 closed question). Open-ended questions don't have limited outcomes or agendas. Avoid starting questions with 'why'.
Reflective Listening	
<b>Exact Words</b>	Using a few important words or a phrase that the other person used; remember no inflection at the end, just a statement ( <i>'it feels like things never work out'; 'you're sick of this place'</i> )
<b>Summary</b>	Summarizing longer monologues ( <i>'It seems like you've had a really tough year, with a lot of losses'</i> )
<b>Double-sided Reflection</b>	Capturing both sides of someone's ambivalence ( <i>'On one hand you really want to attend AA, on the other hand, you don't know how you'd find the time, or if it would even work.'</i> )
ACKNOWLEDGE AUTONOMY	
<b>Affirm Agency</b>	If autonomy is threatened, even subtly, we begin to resist. We can assure autonomy by stating it directly ( <i>'It is your choice'; 'it is totally your decision'; 'whatever you think is best'</i> )
Nonverbal Empathy	
<b>Eye Contact</b>	The strongest non verbal empathic communication technique, especially in the context of an initial connection
<b>Smile</b>	The primary way we communicate goodwill to another
<b>Handshake</b>	While a handshake is culturally variable, research has consistently demonstrated a preference for handshake is strong, in terms of showing empathy
<b>Mirroring posture &amp; expression</b>	Sitting if another is sitting; standing if they are standing; squarely shoulders to face one another. Match facial expressions to another
Verbal Empathy	
<b>Normalizing</b>	Letting someone know they aren't pathologic or alone; assuring commonality ( <i>'relapse is so common'; 'we all struggle with honesty at times'</i> )
<b>Acknowledging</b>	Specifically, acknowledging feelings. Reflecting back specific feeling that have been stated ( <i>'you're feeling really overwhelmed'</i> ), stating feelings that might be shown yet unspoken ( <i>'this is super frustrating for you'</i> ), or summarizing ( <i>'that sounds so hard'</i> ).
<b>Affirming</b>	Noticing and articulating specific strengths ( <i>'I'm so impressed at the effort you put into this'; 'I so appreciate your honesty'</i> )
<b>Non-judgment</b>	Explicitly assuring non-judgment ( <i>'I want to let you know I'm not judging you'</i> )