



Chapter 3 - Basic Attending and Listening Skills

- Attending Behavior
 - Positive Attending Behavior
 - Negative Attending Behavior
 - Individual and Cultural Differences

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- Positive and Negative Attending Behaviors are usually divided into 4 inter-related components; these include:
 - Eye contact
 - Body language
 - Vocal qualities
 - Verbal tracking

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- Eye Contact
 - Cultures vary greatly in what is considered appropriate eye contact
 - In Asian and Native American cultures, direct eye contact is often viewed as too aggressive
 - Most clients will be comfortable with more eye contact when you're talking and less eye contact when they're talking—but this can vary

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- Body Language
 - Positive body language usually involves leaning slightly toward the client, maintaining a relaxed but attentive posture, mirroring, and more
 - Mirroring involves matching the clients facial expression and body posture

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- Vocal Qualities refer to the tonal and inflections of your voice and not the content of what you say
 - In many cases, it will be appropriate and effective to move slightly toward matching the client's vocal qualities; this is referred to as pacing
 - You can also use your vocal qualities to lead the client

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- Verbal Tracking
 - This attending behavior involves using your words to demonstrate to the client that you're accurately following what he or she is saying
 - It includes restating or summarizing what your client has said

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- 5 Minute Reflection
 - Get with a partner or group and discuss what you—personally—consider to be positive and negative listening behaviors
 - Take your ideas back to the whole class

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- Negative Attending Behavior
 - Positive attending behaviors can become negative or annoying if you use them too much
 - Specific negative attending behaviors include (a) turning away from your client, (b) infrequent eye contact, (c) leaning back from the waist up, (d) crossing your legs away from the client, or (e) folding your arms

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- Individual and Cultural Differences
 - Every individual is unique and so you may need to vary your listening behaviors to accommodate individuals
 - Clients from diverse cultures may also need some modification to optimize listening; for example, clients from some cultures may prefer seating arrangements that allow for less eye contact

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- Moving Beyond Attending
 - Attending is great, but effective interviewing also includes:
 - Nondirective listening responses
 - Directive listening responses
 - Directive action responses

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- Nondirective Listening Responses include:
 - Silence
 - Paraphrase or reflection of content
 - Clarification
 - Nondirective reflection of feeling
 - Summarization

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- Silence
 - Silence is very nondirective
 - Silence is also can be very uncomfortable, or, if used appropriately, very comforting
 - It's important for you to practice coping with and using silence as an interviewing technique

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- Paraphrase or Reflection of Content
 - This is a verbal tracking skill that involves restating or rewording what a client is saying to you
 - There are several types of paraphrases

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- The Simple Paraphrase
 - This form of a paraphrase does not any meaning or direction
 - It involves the rephrasing of the core meaning of the client's message

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- The Sensory-Based Paraphrase
 - Neurolinguistic programming popularized the concept "representational system" to refer to visual, auditory, or kinesthetic communication modalities
 - The sensory-based paraphrase involves embedding the client's sensory words into your paraphrase

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- The Metaphorical Paraphrase
 - This paraphrase approach involves using analogy or metaphor to capture and summarize the client's core message

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- Intentionally Directive Paraphrases
 - Based on constructive or solution-focused perspectives, this approach involves using a paraphrase to lead a client toward more positive interpretations of reality
 - This involves intentionally selecting the most positive part of the client's statement or even adding to or twisting what the client said

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- Clarification
 - The purpose of a clarification is to clear up any confusion between client and interviewer
 - A common clarification is a tentative paraphrase followed by a closed question like, "Am I getting that right?"

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- Nondirective Reflection of Feeling
 - This response involves an emotionally oriented paraphrase
 - The purpose of this response is to let the client know that you hear the emotional content of his/her statement
 - Nondirective feeling reflections do not involve adding to or interpretation of emotional statements

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- Summarization
 - The guidelines for summarization include:
 - Keep it informal rather than formally numbering your points
 - Be interactive or involve the client in the summary
 - Be supportive and encouraging
 - Include positives or client strengths that might help in dealing with life problems

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- The Pull to Reassurance
 - It's natural to feel the pull to reassure your client
 - Reassurance and self-disclosure are also therapy techniques and should be used intentionally

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- Directive Listening Responses
 - Feeling validation
 - Interpretive reflection of feeling
 - Interpretation
 - Confrontation

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- Feeling Validation
 - This response occurs when you acknowledge and approve of the client's emotional state
 - Feeling validations help clients accept their feelings as normal or natural
 - Feeling validations can enhance rapport but also foster client dependency

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- Interpretative Reflection of Feeling
 - This response goes beyond surface feelings or emotions and seeks to uncover deeper, underlying feelings
 - This technique can produce strong emotional insights or client defensiveness
 - Interpretative feeling reflections should be stated tentatively

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- Interpretation
- There are two main types of interpretation
 - A classic psychoanalytic technique designed to produce client insight
 - A cognitive-behavioral or solution-focused technique designed to help clients see their problems from a new and different perspective

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- Confrontation
 - The goal of this technique is to help clients face reality more completely
 - It often involves pointing out discrepancies
 - Confrontation works best when there is a positive working relationship or high interviewer credibility
 - Confrontation can be anywhere on the continuum from gentle to harsh
