

Reflective Responses

In the course of doing outreach, various homeless individuals make the statements listed below. How might you respond to these statements using the three different levels of reflective listening?

- 1) Repeating or rephrasing
- 2) Paraphrasing
- 3) Reflection of feeling

Example: *That shelter is the last place in the world I'd ever stay.*

1. So, staying in that shelter is certainly not an option for you.
2. It sounds like you've had some pretty bad experiences at that shelter.
3. You seem pretty upset with the way that shelter operates.

I like getting high, but something has got to give. I just can't go on like this anymore.

It's been over a year since I've had an HIV test.

You know if she would just back off, this situation would be a whole lot less tense and then these things wouldn't happen.

Everybody out there is trying to mess with my head.

I'm trying to get a job, but I've got to look out for my kids.

Nobody at that clinic wants to help me. They can't even speak my language.

Usually when I get depressed, I just try to stay busy, and it eventually goes away. But this time, I just don't know...

I keep thinking I should get this checked out at the clinic, but I just never seem to make it there.

Adapted from exercise by Douglass Fisher, M.A. & David Rosengren, Ph.D.