

PRACTICAL STRATEGIES FOR OBESITY MANAGEMENT IN PRIMARY CARE

Chapter 6 Effective Communication - Downloadable Resource

Core Communication Skills

Reflective Listening	
<p>Reflective listening includes Echoing: repeating what was said (e.g., "You said you've been feeling sad recently."); Paraphrasing: restating content and feelings behind what is said (e.g., "You are concerned about gaining weight with your new medication."); Summarizing: make a statement representing your understanding of what was said (e.g., Let me see, if I got this right [summarize what was heard]. . . Is that correct [confirm that's what the patient said]?").</p>	
To demonstrate reflective listening you might say:	
"You said you've been feeling sad recently."	
"You are concerned about gaining weight with your new medication."	
"Let me see if I have this right." [then summarize what was heard], or	
[summarize what was heard, followed by] "Is that correct?"	
Goal	Strategy
<ul style="list-style-type: none">• Listen• Express Interest• To understand the meaning of what your patient is saying	<ul style="list-style-type: none">• Be curious• Request more information: "Tell me about . . ."• Avoid "why" questions, may provoke defenses

*The main goal:
Listen—Express Interest—Understand—
Reflect back or repeat*