

Types of Reflections

Simple Reflection: *repeating the client's statement in a neutral form; acknowledges and validates*

Client: They haven't said I'm getting evicted, so I'm not going to fill out the paperwork until I need to.

Staff: You'll fill out the paperwork when you need to, if you get evicted.

Paraphrasing: *putting the client's statement in your own words*

Client: I can't do this program now because I don't have time or the energy.

Staff: You're feeling overwhelmed with everything.

Feeling Reflection: *getting at the true meaning of what the client is saying or what is behind their words; can be a lightbulb moment for client!*

Client: Sometimes I just don't want to come here and deal with this stuff.

Staff: It would be nice to forget about all this sometimes.

Feeling Reflection (Resistant Client): *reflecting even when the client is challenging you.*

Client: Did you go through this? Do you have any idea how hard it is?

Staff: It seems so bad; no one could ever understand it.

Double-sided Reflection: *may be able to use information you've heard in the past from this client as well as what they're saying now.*

Client: I know I need to stop smoking weed because I could lose my job, but I shouldn't have to since it's legal anyway.

Staff: On the one hand, you want to stop smoking to keep your job. On the other hand, it feels unfair that you need to.

Some ways you can start reflections:

What I hear you saying is...

So you feel...

It sounds like you...

You're wondering if..