

# ALLIANCE FOR HPV FREE COLORADO

## TYPES OF REFLECTIONS AND ROLLING WITH RESISTANCE

There are two types of reflections, *simple* and *complex*.

**Simple reflections** are short statements that reflect the content or emotion of what the person said. You can choose which element or aspect to reflect back.

If patient said: *I know you keep saying my daughter needs to get this vaccination, but I'm just not sure it's necessary...*

A reflection is: *Even though I've been encouraging you to have your daughter get the vaccine for some time now, you're still unsure if it's needed.*

**Complex reflections** go beyond what was said and offer a new perspective. There are several types of complex reflections:

- **Amplified** – the person's statement is taken to the extreme.  
*You would never consider the HPV vaccine for your daughter; it's just not something you believe is at all necessary for her.*
- **Double-sided** – reflects back the ambivalence or pros and cons.  
*On the one hand you are nervous about the potential side effects your daughter might experience and on the other hand you've heard that early vaccination is best.*
- **Guessing the unexpressed** – guess at what is underlying the statement.  
*You don't really know how you feel because you don't have all of the necessary information.*
- **Affective (feelings)** – reflect back the feelings or emotions expressed.  
*You feel worried about this.*
- **Continuing the paragraph** – the listener finishes the statement.  
*...So you aren't sure which way you'll go when it comes to your daughter getting the vaccine.*
- **Metaphor** – uses a metaphor to restate the person's statement.  
*You're on the fence.*

### REFLECTION STEMS

**You're saying that...**

**You're feeling like...**

**This has been very \_\_\_ for you.**

**Almost as if...**

**Like a..**

**From your point of view...**

**You...**

**Must be..**

**You really...**

**Through your eyes...**

**You believe...**

**Your concern is that...**

**Your fear is that...**

**It seems that..**

**You're not terribly excited about...**

**This really...**

**It is so...**

**It's really important to you...**

**You're not really...**

**You feel as though...**