

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 believe...
You're feeling like...	Your concern is that...
This has been very ___ for you.	Your fear is that...
Almost as if...	It seems that..
Like a..	You're not terribly excited about...
From your point of view...	This really...
You...	It is so...
Must be..	It's really important to you...
You really...	You're not really...
Through your eyes...	You feel as though...