

Complex Empathetic Reflections

Empathy is the antidote to shame

AIM TO REFLECT: AMBIVALENCE DISCORD CHANGE TALK/THEORY

Type	Strategy	Statement	Reflection Example
Reframe	Suggest a new way of looking at something that is more consistent with behavior change.	I've tried so many times to change, and failed.	You're very persistent, even in the face of discouragement.
Amplification	Offer an exaggerated form of what the person said to allow them to look at the other side of ambivalence. Note: Empathy, not sarcasm.	My girlfriend is always blowing things out of proportion. I haven't ever been that bad.	She has no reason for concern.
Double-sided	Capture both sides of ambivalence. Note: Connect with "and" not "but" & finish with the change talk.	It's not possible that I had that much alcohol in my system. I drank more than I should have but it wasn't that bad.	You're wondering how your BAC could have been that high, and on the other hand, you recognize that you drank more than you should have.
Affective	Reflect feeling - either stated or implied	I haven't had an HIV test in over a year, I guess maybe I've been avoiding it.	You're worried.
Metaphor	Use descriptive language that paints a picture for the other person.	I've been doing this forever. It doesn't seem like anyone cares anymore whether I get it done or not.	It's like you're running a marathon with no one cheering you on.
Emphasizing choice	Point out individual choice and control.	I don't know if I have a problem with drinking or not. I am NOT going to AA.	You'd like to have some say in how you handle this.
Coming alongside	Take up the argument for no change to allow the other person to take up the argument for change.	I don't think this is going to work for me either.	It's certainly possible that it won't work and so it might not be worth trying.
Continuing the paragraph	Venture the next sentence in the person's paragraph, instead of merely echoing the last one.	I am not so sure that this is the right thing. I know what's required of me and I am not sure that this is what I should be doing.	And yet, getting out from under this level of monitoring is important to you.