WORKSHEET 2.1
Restatement and Reflection

DIRECTIONS: In your own words, write a restatement and a reflection of the client’s statement. In small groups, give one another feedback on whether you are on target.

Client’s Statement
1. When he says those hateful things to me, I wish I could die.

Worker’s Restatement

Worker’s Reflection

Client’s Statement
I don’t need her, and I frankly don’t think I need counseling. She’s the one with problems.

Worker’s Restatement

Worker’s Reflection

Client’s Statement
You’re so wonderful. Nobody else understands me, but you do. I think I love you.

Worker’s Restatement

Worker’s Reflection

Client’s Statement
Life is like a box of chocolates you never know what you are going to get.
Isn’t that kind of the way it is with you?

Worker’s Restatement
WORKSHEET 2.2

Owned Message Practice

DIRECTIONS: Read the client situation in the first statement. Examine the disowned message in the second statement. Then write an “I” message that indicates you take responsibility for your feelings. The purpose is not to resolve the problem but rather to communicate that you are aware of your feelings and are being honest about them at this moment. In small groups, give each other feedback, making checkmarks under Yes or No to indicate whether the message indicates owning one’s own feelings. If, after you have shared your responses, others feel that most of your responses are not “I” messages, please elicit help in restating your message.
Situation
Client has been sulking and acting sad all session.

Disowned Message  Come on, now. Stop moping around. Life isn’t that bad.

Owned Message

Situation
Macho man brags about beating wife. He has just responded, “Women need to be kept in control.”

Disowned Message Well, I wonder if you’d do that to the Raider linebackers.

Owned Message

Situation
People complain about client’s body odor. Client’s underarm deodorant has failed miserably. (It’s bothering you, too.)

Disowned Message
James, have you ever, ah, considered that it might be something more than what you believe is your dull personality that’s keeping people away from you.

Owned Message

Situation
Cynthia has a reputation for being promiscuous and has talked at some length about it.

Disowned Message
We crisis workers feel that kind of sexual bragging only leads to acting out behavior. You could get a social disease or even AIDS you know.

Owned
Situation

John is extremely overweight. Wants to lose weight but doesn’t seem to be able to stick to a plan.

Disowned Message

Face it, John. You’re fat. I’m sorry, but that’s it. No wonder you can’t get dates. Why not try jogging?

Owned

VII. Worker–Client Communications

Communication is often not a simple matter. Words come so fast and easily at times that we have our responses formulated in our heads before we hear the full message of the client who is speaking.

WORKSHEET 2.3

Total Listening Practice

DIRECTIONS: Read the client’s statement. Then write a restatement of the message, a reflection of the message, an “I” message that owns your feelings but communicates acceptance, and an open-ended question that elicits more information. Break into dyads (pairs) and role-play the client and the worker in dialogue to one of the statements. Worksheet 2.3 is designed to help you practice (1) attentive listening and (2) formulating responses that communicate acceptance of the feeling behind the message as well as awareness of the message’s content. An accepting response combines (1) restatement, (2) reflection, (3) owning one’s feelings, and (4) an open-ended question designed to get to the fuller meaning. Thus Worksheet 2.3 is a culmination of the communications skills you’ve been practicing.

Client’s Statement Restatement Reflection Owning “I” Statement Open-Ended Question

1. I used to like him as a boss. But he chewed me out today. I hate his guts.

2. He beat the daylights out of me last night.

3. Well, I really wonder what life’s all about—love, too, for that matter.
4. You're just like all the rest. You don't really care about me. I think I'll kill myself.