

Straight To the Heart Skills and Attitudes of Communicating To a Conscience

O.A.R.S.: 4 Skills for presenting Truth

Open-Ended Questions

- ✓ Open questions gather broad information
- ✓ Facilitate increasing dialogue
- ✓ Require more of a response than a simple yes or no
- ✓ Often start with words like “how” “where” “when” “why” “what” or “tell me about. . .” or “describe. . .”
- ✓ Usually go from general to more specific information/perceptions
- ✓ Convey that our interest is about the person we are speaking to

Affirm the person (affirmation ≠ agreement)

- ✓ Must be done with sincerity - find something done well
- ✓ Supports and promotes self-efficacy
- ✓ Acknowledges the difficulties the client has experienced
- ✓ Validates the client’s experience and feelings
- ✓ Emphasizes past experiences that demonstrate strength and success to prevent discouragement

Listen Reflectively (hypothetical hearing)

- ✓ Reflective listening begins with a way of thinking (I am not sure)
- ✓ It includes an interest in what the person has to say and a desire to truly understand how the person sees and understands things
- ✓ It is essentially a verbal hypothesis tested live
- ✓ What you think a person means may not be what they really mean
- ✓ Repeating – simplest
- ✓ Rephrasing – substitutes synonyms
- ✓ Paraphrasing – major restatement
- ✓ Reflection of feeling – deepest capture of intent

Summarize what has been said (picking daisies)

- ✓ Summaries reinforce what has been said, show that you have been listening carefully, and prepare the person to move forward
- ✓ Summaries can link together the person’s feelings of uncertainty/doubt and increase their understanding of their discrepancy

Based on Miller and Rollnick, *Motivational Interviewing: Preparing People for Change* Guilford Press 2002

E.A.R.S.: 4 Attitudes for communicating Truth

Express Empathy

- ✓ Acceptance of others makes change heard
- ✓ Skillful reflective listening is fundamental to expressing empathy
- ✓ Ambivalence/ feeling two ways is normal

Amplify Uncertainty/Doubt

- ✓ This is accomplished by thorough value/ethics exploration
- ✓ Help the person identify own goals/values/ethics in relation to Torah
- ✓ Identify small steps toward Truth = congruence helps amplify
- ✓ Focus on those that are feasible and lead toward understanding
- ✓ When sin comes up explore impact of sin on reaching life goals and consistency/contradiction with values
- ✓ List pros and cons (decisional balance/payoff matrix)
- ✓ Allow the person to make their own argument for change

Roll with Rejection

- ✓ Avoid arguing
- ✓ Human beings have a built in desire to set things right (need for confession/atonement/reconciliation/justification)
- ✓ When the conscience collides with their uncertainty, they begin defending the status quo
- ✓ If a person argues on behalf of one position, he/she becomes more committed to it
- ✓ Resistance/rejection is a signal to change strategies
- ✓ Go with their flow

Support their personal integrity

- ✓ Express personal conviction that they are worthwhile
- ✓ Review their examples of trying to live pleasing to God
- ✓ Use reflective listening, summaries, and affirmations
- ✓ Validate their frustrations while remaining optimistic about their decisions