

## Appendix G

### Core Skills:

- **Open-ended questions** – questions that explore the client's situation – not a yes/no answer.
  - **Affirmations** – A supportive statement that conveys respect – builds and maintains rapport.
  - **Reflective listening** – clarifying statements that shows value and importance of the clients statements.
  - **Summarize** – highlight what you have heard to make sure you understand. It could be used to gather more information, move in a new direction, or link both sides of ambivalence.
1. A man comes in with sexually transmitted bacterial infection and is examined and given antibiotics. The nurse wonders about him being HIV-positive and about the possibility of multiple partners and the value of his using condoms. This man is in his 40's he's single, most often unemployed, and lives with a wider extended family on the outskirts of a large city (Rollnick, Miller, & Butler, 2008, p. 126).
  2. The patient had a heart attack 12 weeks ago and is being seen for follow-up. The nurse might want to encourage change in many interrelated behaviors: smoking, exercise, diet or alcohol consumption. The patient has a cheerful disposition, works as a clerk, enjoys life and is surrounded by a busy family life, including two adolescent children (Rollnick, Miller, & Butler, 2008, p. 131).