

Reflective Communication Skills Tally Sheet

| Communication Skill | Observation Tally | Example |
|---|-------------------|---------|
| <p>Paraphrasing</p> <p><i>Restating words – as specific as possible</i></p> | | |
| <p>Offering Empathy</p> <p><i>Restating others' feelings about a situation</i></p> | | |
| <p>Clarifying Questions/Statements</p> <p><i>A question/statement that is directly related to what has been said</i></p> | | |
| <p>Summarizing</p> <p><i>Concise and specific wrap-up</i></p> | | |

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|---|--|--|
| <p>Offering Information</p> <p><i>Adding factual or research based information</i></p> | | |
| <p>Asking Potentially Relevant Questions</p> <p><i>Questions that require adding new information to the conversation</i></p> | | |

(Adapted from Gravois et al., 2011)