

Module 1

Effective listening is basic to all of psychotherapy. This module defines listening as not only focusing on verbal content, but also to the key nonverbal communications accompanying the verbal content. This includes listening to what is not spoken, that which is implicit or hidden, as well as interpreting the meaning of nonverbal elements and the discrepancies between words and gestures.

In response to effective listening, empathic reflections and summarizing demonstrate to the patient that they have been heard. Empathy can be part of every stage of psychotherapy and focuses on a feeling. Summarizing helps patients focus on important information to help them perceive their situations differently.