Assertive Engagement

Open-ended questions:
- How do you feel about....?
- Why do you think it is that.....?
- What are you interested in....?
- How do you think you can....?
- What are your ideas about......?

Affirmations:
- I’m so glad that you were able to meet me today.
- It’s good to see that you are thinking this way.
- I like how you do ______.
- You’re doing a great job staying positive.
- Sounds like you have a great perspective on ______.

Reflections:
- Using your own words, repeat back what the person has just said to you.
- What I hear you saying is ________.
- Sounds like ____________.
- Sounds like you are really getting out there pounding the pavement looking for jobs even though there aren’t a lot of leads.

Summarizations:
- Summarize the conversation that you just had.
- Today we talked about _______.
- Just so we’re clear, _________.
- You can use reflections and affirmations when you summarize.
- Today, we talked about _______. You came up with some really good ideas, including _______. We plan to meet next on ________ to debrief again. Keep up the good work!