



Words that describe PCS...

- **Warm, genuine, interested**
- **Empathetic:** shows an active and sincere interest in making sure the participant is understood – and conveys that understanding to the participant
- **Personalized:** communicates in a personal, individualized way, unique to the participant's own situation, experience, and readiness to change
- **Collaborative:** sharing power and control; working together in partnership; pursuing common goals; dancing rather than wrestling
- **Supportive:** realizing people are generally more persuaded by what they hear themselves say than what someone tells them – leads client to own solutions
- **Positive:** finding regular opportunities to affirm, acknowledge, and reinforce; offering messages of hope and possibility; letting the client know they can do it
- **Curious, Inquisitive**
- **Non-judgmental:** freedom of choice and self-direction are respected
- **Safety:** creates a safe, non-threatening learning environment where everybody can be heard and respected
- **Success:** embraces the many different possibilities – besides “action” – for defining a successful encounter

The Paradox of Change: when a person feels _____ for who they are and what they do – no matter how unhealthy – it allows them the freedom to _____ rather than needing to defend against it!