A: Glad to know that you are doing well. How may Lassist you today?

may I assist you today ? B: I had a drinking challenge which has been affecting my marriage for quit sometime now

Strategy: [Restatement or Paraphrasing]

Responses:

Baseline: I am sorry to hear that you are having a drinking challenge. How may I assist you today?

CTRL: I am sorry to hear that. I have been in a similar situation before.

DASC: I see. So you are having a drinking challenge and you are struggling to get your marriage to work?