

Listen carefully and reflect back to patients the feelings and content of their statements.

Responses are empathic and nonjudgmental and legitimize the person's feelings.

Formula for facilitative responses: "You feel _____ because _____."

Example: If child states, "I hate coming to the hospital and getting needles," a facilitative response is, "You feel unhappy because of all the things that are done to you."

Storytelling

Use the language of children to probe into areas of their thinking while bypassing conscious inhibitions or fears.

The simplest technique is asking children to relate a story about an event, such as "being in the hospital."

Other approaches:

- Show children a picture of a particular event, such as a child in a hospital with other people in the room, and ask them to describe the scene.
- Cut out comic strips, remove words, and have child add statements for scenes.

Mutual Storytelling

Reveal the child's thinking and attempt to change his or her perceptions or fears by retelling a somewhat different story (more therapeutic approach than storytelling).