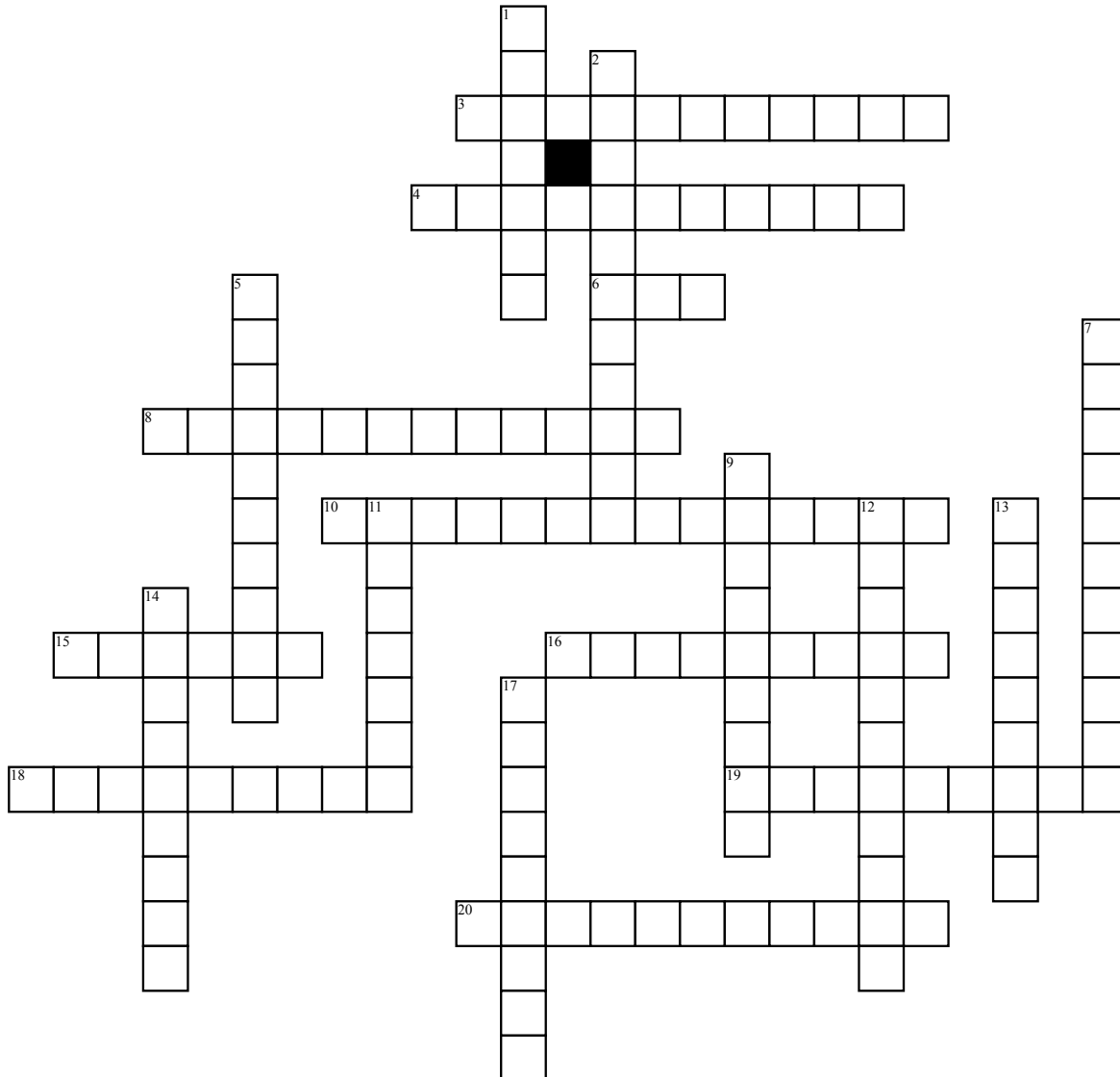


CYC 252



Across

3. Asking "is your favourite colour blue?" Questions
 4. Establishing a safe, comfortable space between the counsellor and the client
 6. This type of contact is important for being fully attentive
 8. Re-stating the message you thought you heard in your own words without adding anything new
 10. Giving a personal example
 15. Genuine interest and care for the individual while maintains healthy boundaries

16. Asking "how can I help you?" Questions

18. What skill address conversation in the moment
 19. Another word for being present
 20. Keeping the session on track, and setting up the meeting

Down

1. Shh! Be quiet!
 2. Takes responsibility for owning your part of the interpersonal conversation
 5. used if you are uncertain of the meaning of what has been said

7. Relaying the main points of the message or conclusion

9. Communication without conversation
 11. The capacity to sample the feelings of another or to put ones self in another's shoes
 12. The ability to recall information
 13. Reflecting back what you sense or see
 14. The comfortable space between yourself and another
 17. Uh huh, ok, and small statements such as "and then"