

## Summarizing

This helps you by making sure you've heard everything the client feels is important in the way in which the client sees it as important (the gist and the sense). Summarizing also shows the client that you've been listening. It also gives both of you the preparation to move on to the next thing.

Summarizing is a way to:

- Build rapport
- Communicate your interest in your client
- Move/transition
- Shift focus and attention
- Offer an invitation to correct anything you missed or misheard
- Reflect ambivalence (gains & losses)

OK, so here are some ideas of what to say to form a summary:

- To summarize what we've been discussing ...
- At this point you've stated...
- You've stated so far that...
- So, this is what you've said so far...
- OK, so let's see if I've heard you right.

You get the idea. For a summarizing statement, end with a question/statement of agreement to see if there's anything the client would like to add. Ask them outright:

- "Is that correct?"
- "Have I got it?"
- "Did I left anything out?"
- "Is there anything else you think I should know at this point?"
- "Did I miss anything?"

Or, if you're not finished yet and are simply summarizing this part of the conversation, ask an open-ended question such as: "So what else can you tell me about...? You might also try asking the *client* to do the summary, if they'd be willing!