

PCS SKILLS OBSERVATIONS		EXAMPLES
Opens conversation warmly	<input type="checkbox"/> Used skill	
Asks open ended questions	<input type="checkbox"/> Used skill	
Actively listens- listens with presence	<input type="checkbox"/> Used skill	
Affirms	<input type="checkbox"/> Used skill	
Uses reflections	<input type="checkbox"/> Used skill	
Probes to clarify information	<input type="checkbox"/> Used skill	
Allows silence	<input type="checkbox"/> Used skill	
Asks permission	<input type="checkbox"/> Used skill	
Summarizes	<input type="checkbox"/> Used skill	