

## Focused Listening

Fred came into the office appearing agitated and somewhat upset. He asked if I had a minute for an interpretation of a policy question. I said, “Sure, what is it?” He described the problem, which was related to agency policy and eligibility for service in an example of a specific client. I interpreted the policy as I understood it, and he nodded his head vigorously, agreeing with me.

Adapted from Shulman, L. (1993). *Interactional Supervision*. p. 181.