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**Table 1. Provider and client communication categories**

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**PROVIDER****Facilitative communication**

Asks lifestyle and psychosocial questions

Gives information and counsels on lifestyle and psychosocial issues

Builds partnership with clients (self-disclosure, checks for understanding, asks for opinion, states opinion)

Expresses positive emotion (approval, empathy, concern, reassurance)

Shows agreement or understanding

Makes personal or social remarks

**Other**

Gives information and counsels on medical and family planning issues

Asks medical, family planning and routine questions

Gives instructions

Expresses negative emotion (disapproval, criticism)

Miscellaneous (transition words, mechanical repetition, unintelligible)

**CLIENT****Active communication**

Asks questions of all kinds

Seeks clarification

Shows concern or worry; seeks reassurance

Expresses opinion, approval, disapproval; requests service

Makes personal or social remarks

**Other**

Gives medical, family planning and routine information

Gives lifestyle and psychosocial information

Shows agreement or understanding

Laughs (nervous or happy)

Miscellaneous (transition words, unintelligible,