

NONVERBAL

Remember:

- S - Sensitive seating
- O - Open posture
- L - Leaning forward
- A - Appropriate eye contact
- R - Relaxing

Also consider:

- T - Touching
- E - Environment
- A - Accommodating differences

BASIC REFLECTIVE LISTENING FORMULA

Tentative opening	+	Feeling	+	About/because/when	+	Thought
It sounds like . . .		you feel mad . . .		about . . .		paying higher taxes.
I hear you saying that . . .		you feel sad . . .		because of . . .		what she said to you.
If I hear you correctly . . .		you feel glad . . .		when . . .		your sister succeeds.
You seem to be saying . . .		you feel afraid . . .		about . . .		your father's ill health.
I think I hear you saying . . .		you feel confused . . .		because of . . .		all the different options.
I'm not sure I'm following . . .		you feel ashamed . . .		about . . .		wanting to leave home?
Am I hearing you say . . .		you feel lonely . . .		when . . .		you remember your wife?

FEELING WORDS:

MAD

Bothered
Ruffled
Irritated
Displeased
Annoyed
Steamed
Irked
Perturbed
Frustrated
Angry
Fed up
Disgusted
Indignant
Ticked off
Bristling
Fuming
Explosive
Enraged
Irate
Incensed
Burned
Burned up
Outraged
Furious

A Little

A Lot

SAD

Down
Blue
Somber
Low
Glum
Lonely
Disappointed
Worn-out
Melancholy
Downhearted
Unhappy
Dissatisfied
Gloomy
Mournful
Grieved
Depressed
Lousy
Crushed
Defeated
Dejected
Empty
Wretched
Despairing
Devastated

A Little

A Lot

GLAD

At ease
Secure
Comfortable
Relaxed
Contented
Optimistic
Satisfied
Refreshed
Stimulated
Pleased
Warm
Snug
Happy
Encouraged
Tickled
Proud
Cheerful
Thrilled
Delighted
Joyful
Elated
Exhilarated
Overjoyed
Ecstatic

A Little

A Lot

AFRAID

Uneasy
Apprehensive
Careful
Cautious
Hesitant
Tense
Anxious
Nervous
Edgy
Distressed
Scared
Frightened
Repulsed
Agitated
Afraid
Shocked
Alarmed
Overwhelmed
Frantic
Panic-stricken
Horrificed
Petrified
Terrified
Numb

A Little

A Lot

CONFUSED

Curious
Uncertain
Ambivalent
Doubtful
Unsettled
Hesitant
Perplexed
Puzzled
Muddled
Distracted
Flustered
Jumbled
Unfocused
Fragmented
Dismayed
Insecure
Dazed
Bewildered
Lost
Stunned
Chaotic
Torn
Baffled
Dumbfounded

A Little

A Lot

ASHAMED

Uncomfortable
Awkward
Clumsy
Self-conscious
Disconcerted
Chagrined
Abashed
Embarrassed
Flustered
Sorry
Apologetic
Ashamed
Regretful
Remorseful
Guilty
Disgusted
Belittled
Humiliated
Violated
Dirty
Mortified
Defiled
Devastated
Degraded

A Little

A Lot

LONELY

Out-of-place
Left-out
Unheeded
Lonesome
Disconnected
Remote
Invisible
Unwelcome
Cutoff
Excluded
Insignificant
Ignored
Neglected
Separated
Removed
Detached
Isolated
Unwanted
Rejected
Deserted
Outcast
Abandoned
Desolate
Forsaken