

IMPORTANT SKILLS

I. UTILIZING AND OBSERVING NON-VERBAL COMMUNICATION

A. UTILIZING your non-verbal communication skills

1. S - squarely face person (eye level)
O - open posture
L - lean toward person
E - eye contact
R - relaxed
2. Non-verbal cues that invite disclosure
 - a. nod of head
 - b. smile
 - c. eye contact
 - d. verbal acknowledgement: uh,huh, good, that's interesting

B. OBSERVING their non verbals

pay attention to:

1. posture
2. facial expression
3. eye contact
4. movement

If a person is uncomfortable, often their non-verbals will indicate this. If you sense this strongly, you can end your conversation with something like, "It was very nice to meet you, name. It was good to have you come this morning."

II. ACTIVE/REFLECTIVE LISTENING

Listening with your full attention is a precious gift to give someone. Complete listening involves:

1. Observing non-verbal behavior
2. Listening to a person's verbal message. People talk about their:
 - a. experiences - what happens to them
 - b. behaviors - what they do or fail to do
 - c. affect - feelings and emotions that arise from or are associated with experiences or behaviors
3. Good communication - understanding and agreement

Reflective listening involves:

1. Getting inside the other person's world through putting aside your experiences to share until you have understood what they have shared with you.