

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