

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?

FEELING WORDS:

MAD	SAD	GLAD	AFRAID	CONFUSED	ASHAMED	LONELY
Bothered	Down	At ease	Uneasy	Curious	Uncomfortable	Out-of-place
Ruffled	Blue	Secure	Apprehensive	Uncertain	Awkward	Left-out
Irritated	Somber	Comfortable	Careful	Ambivalent	Clumsy	Unheeded
Displeased	Low	Relaxed	Cautious	Doubtful	Self-conscious	Lonesome
Annoyed	Glum	Contented	Hesitant	Unsettled	Disconcerted	Disconnected
Steamed	Lonely	Optimistic	Tense	Hesitant	Chagrined	Remote
Irked	Disappointed	Satisfied	Anxious	Perplexed	Abashed	Invisible
Perturbed	Worn-out	Refreshed	Nervous	Puzzled	Embarrassed	Unwelcome
Frustrated	Melancholy	Stimulated	Edgy	Muddled	Flustered	Cutoff
Angry	Downhearted	Pleased	Distressed	Distracted	Sorry	Excluded
Fed up	Unhappy	Warm	Scared	Flustered	Apologetic	Insignificant
Disgusted	Dissatisfied	Snug	Frightened	Jumbled	Ashamed	Ignored
Indignant	Gloomy	Happy	Repulsed	Unfocused	Regretful	Neglected
Ticked off	Mournful	Encouraged	Agitated	Fragmented	Remorseful	Separated
Bristling	Grieved	Tickled	Afraid	Dismayed	Guilty	Removed
Fuming	Depressed	Proud	Shocked	Insecure	Disgusted	Detached
Explosive	Lousy	Cheerful	Alarmed	Dazed	Belittled	Isolated
Enraged	Crushed	Thrilled	Overwhelmed	Bewildered	Humiliated	Unwanted
Irate	Defeated	Delighted	Frantic	Lost	Violated	Rejected
Incensed	Dejected	Joyful	Panic-stricken	Stunned	Dirty	Deserted
Burned	Empty	Elated	Horrified	Chaotic	Mortified	Outcast
Burned up	Wretched	Exhilarated	Petrified	Torn	Defiled	Abandoned
Outraged	Despairing	Overjoyed	Terrified	Baffled	Devastated	Desolate
Furious						