

Attending Skills

(People Skills; How to Assert Yourself, Listen to Others, and Resolve Conflicts. Robert Bolton, PH.D.)

Posture of involvement:

- Inclining one's body toward the speaker
- Facing the other squarely
- Maintaining an open position
- Positioning yourself an appropriate distance from the speaker

Appropriate Body Motion

- The avoidance of distracting motions and gestures.
- The good listener moves her body in response to the speaker.

Eye Contact

- express interest and a desire to listen.
- Lack of eye contact may be a sign of indifference or hostility.

Non-distracting Environment

- cut environmental distractions
- remove sizable physical barriers

