



Module One – Unit 3

The Significance of Attending

Qualities

- Acceptance
- Genuineness
- Empathy



Active Listening

Micro Skills

- Attending
- Paraphrasing
- Reflecting Feelings



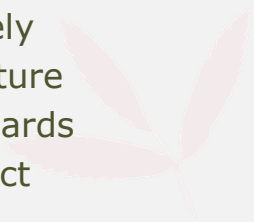
Attending

- Eye contact
- Posture
- Gesture
- Verbal responses



Attending

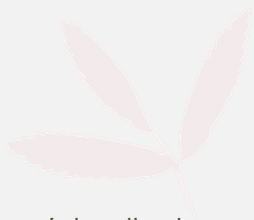
- **S**it squarely
- **O**pen posture
- **L**ean forwards
- **E**ye contact
- **R**elax!



Skills Practice

- Listener
- Speaker
- Observer

- 5 minutes speaking
- 10 minutes feedback
- Observer writes in Listener's handbook



Listening Practice

Speaker

Something important to me

Listener

Notice what is happening

Understand what is being said

Communicate understanding

Observer

Observes the process

Particularly the listener's skills