



QUALITY OF RESPONSES

Responses can be either effective or ineffective. Effective responses show respect for individuals and encompass their views. An ineffective response implies that the person is not O.K.

Effective Responses

- Respond to the stated feelings and content in an accepting manner
- Indicate that the listener's verbal and non-verbal behavior is attentive
- Respond to the non-verbal cues
- Respond to the intensity of the person's feelings

Ineffective Responses

- Show little respect for the person's world view
- Do not respect the person's feelings
- Imply that the person shouldn't be feeling the way he or she is feeling
- Put the person down
- Come up with quick solutions
- Give advice
- Are spoken in a sarcastic and unfeeling manner
- Try to top the person's story