

## Checklist conversationskills

### NON-VERBAL LISTENING

<b>Non-verbal signals</b> <ul style="list-style-type: none"><li>• Appropriate supporting facial expression</li><li>• Relaxed, balanced and conscious body posture</li><li>• Good, varied eye contact</li></ul>	
<b>Congruence</b> Words and bodylanguage in correspondence	
<b>Regulate</b> Multiple small signals to regulate conversation time	
<b>Expressiveness</b> Optimal and synchronous with the emotional meaning of a statement	
<b>Proximity and professional- and physical distance-</b> Adjusted tot he nature of the conversation	
<b>Silences</b> Appropriate for the nature of the conversation	

<b>Little encouragements</b> Supporting for the conversation	

## VERBAL LISTENING

<p><b>Reflecting of emotion</b></p> <ul style="list-style-type: none"><li>• listens attentively and to what isn't said. (said in between the lines)</li></ul> <p>Reacts understanding and with discretion to personal/emotional content of the client.</p> <ul style="list-style-type: none"><li>• Notices and verifies sensitive/ emotional elements</li></ul>	
<p><b>Summarise and paraphrase of content</b></p> <ul style="list-style-type: none"><li>• frequency/sufficient</li><li>• verifies if information was understood correctly</li><li>• summarises efficiently, stays close to the language and emotional value of the statement/information.</li></ul>	
<p><b>Questioning Vragen stellen en doorvragen</b></p> <ul style="list-style-type: none"><li>• asks open initial question</li><li>• asks clear questions, supported by bodylanguage</li><li>• Asks open and closed questions, asks facts, opinions and emotions</li><li>• alternates questions about facts, opinions and feelings</li><li>• Asks question without interpretation, judgement or condemnation</li><li>• Listens carefully to answers / response</li></ul>	

<ul style="list-style-type: none"> <li>• Question is relevant (horizontal, exploring)</li> <li>• conversation aims to clarify and give insight for conversation partner</li> <li>• avoids 'why' questions</li> </ul>	
<p><b>Regulating skills</b></p> <p><b>1. Conversation start</b> asks good opening question</p> <ul style="list-style-type: none"> <li>• which is open and simple</li> <li>• In which the target of the conversation is named (without using jargon)</li> <li>• Which is an introduction for a conversation and not the first of an inquiry.</li> </ul>	
<p><b>Regulating skills</b></p> <p><b>2. structuring of conversation</b> Exploration is balanced</p> <ul style="list-style-type: none"> <li>• explores the topic superficial and in depth where needed.</li> <li>• Arranges structure in the conversation.</li> <li>• manages questions, summarizing, paraphrasing, of content and reflection of sentiments as a listening strategy to reach an open dialogue.</li> </ul>	

**Regulating skills**

**3. ending of the conversation**

- Prepares conversationpartner to conclude conversation
- Concludes with a summary
- which is clear and insightful for conversationpartner;
- summary which is balanced.
- verifies consequently with conversationpartner.

**GENERAL ATTITUDE**

authentic	
Respect and accepting	
empathic	