



INTERNATIONAL DAY OF LISTENING

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Be Bold! Listen for Common Ground

A Listening Guide by Sheila Bentley

nonverbal signals

Getting Started:

When listening to find common ground, take care that both your verbal and nonverbal signals convey an openness to hearing what the other person is sharing as you look for common ground. You can't find common ground if you don't listen to the other person's message to begin with.

Here are some nonverbal indicators of disagreement, nonacceptance, or a negative reaction. Watch that you aren't displaying these behaviors as you are sharing information with each other.

- Turning away from the speaker as they are talking or as soon as they have finished.
- Changing positions while listening, especially if the new position involves one of the negative reactions.
- Crossing your arms.
- Looking away or shifting your eyes away and then back repeatedly.
- Rolling your eyes
- Frowning
- Crossing your legs away from the person

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