

Visual / Vocal / Verbal

VISUAL	TOO LITTLE	JUST RIGHT	TOO MUCH
<i>Attentive, nodding, posture, looks & appearance, smiling, eye contact, facial expressions, gestures. etc.</i>			
VOCAL	TOO LITTLE	JUST RIGHT	TOO MUCH
<i>Pace, energy, volume, tone of voice, clear, emphasis, varied, audible, etc.</i>			
VERBAL	TOO LITTLE	JUST RIGHT	TOO MUCH
<i>Probing, open, closed, non-directive, challenging questions. Goal, Reality, Options Will questions. Succinct, vocabulary, relevant, positive, avoiding verbal fillers, reflecting, summarising, pausing, not interrupting, allowing silence, etc.</i>			