

Interpersonal SOFTEN Technique

The SOFTEN technique offers a set of interpersonal behaviors that a communication interactant can employ to show empathetic listening, which is actively trying to understand the other's point-of-view without judgment.

The use of the SOFTEN technique employs nonverbal behaviors that can decrease any fear the interactants may feel at the initiation of a new relationship.

S – Smiling

O – Open posture

F – Forward lean

T – Taking notes

E – Eye contact

N – Nodding