



SOFTEN Technique

The SOFTEN technique offers a set of behaviors for an audience member to employ in showing that they are listening. It also represents a set of behaviors that a speaker can use to gauge audience understanding and interest during their presentation.

S – Smiling

O – Open posture

F – Forward lean

T – Taking notes

E – Eye contact

N – Nodding

Hogan, J. M. (2011). *Public speaking and civic engagement* (pp. 36-37).

Wassmer, A. C. (1978). *Making contact: A guide to overcoming shyness, making new relationships, and keeping those you already have*. New York: Dial Press.

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