

Observer's Checklist

Skills used (tick when noticed)

Non-Verbal Skills	Comments and Examples
Body - Position - Space	
Facial Expressions	
Eye Contact	
Voice - Volume - Speed - Pitch - Tone	
Mirroring	
Pacing	

Verbal Skills	Comments and Examples
Open Questions Closed Questions Reflective Questions Multiple Question Leading Questions Paraphrasing Summarising Judging Talking about self Silence	
Other Comments	