



VERBAL BEHAVIOURS – EARS – GOB

EARS

Encouraging

This is a behaviour that directly encourages another person's ideas or suggestions. This needs more than just a 'yes' or 'mm', as these don't always signify agreement. This behaviour also includes building on someone else's idea.

For example: "That's great! It fits in nicely with our plan."
 "I like that idea."
 "If we use your idea then we can also re-plan our staffing."

Asking Questions

A behaviour that seeks facts, opinions and clarification from others. This takes the form of open or closed questions. Open questions are: how, when, why, which, what, who, tell me about, they require more than a yes/no answer. Closed questions result in yes/no answers.

For example: Open - "What are you planning to do?"
 "How will you achieve that?"
 Closed - "Are you going to produce a plan?"
 "Did you achieve that?"

Reflecting

A behaviour which reflects back directly or in your own words what another person has just said. This helps you check that you have understood correctly.

For example: "So, you are saying that you feel happy with the way things are."
 "You are telling me that you want the next two days off."

Summarising

A behaviour which restates in a compact form the factual content of a previous discussion.

For example: "So far we have agreed that we will speak first to the other Team Leaders and then to our teams and then finally we will put in a report."



GOB

Giving Information

A behaviour which offers facts, opinions or clarification to others. This behaviour includes leading questions, where the expected answer is given in the question.

For example: “There are three days left for us to achieve this”

“I think this news will go down well”

“You are going to do it this way, aren’t you?”

Offering a Suggestion

This is a behaviour which puts forward a new idea or suggestion without imposing it and without using the word “I”, which can make the suggestion easier for others to accept.

For example: “Let’s put that box here”

“Shall we put another table there?”

“Let’s move on to the next point”

Blocking

A behaviour which blocks, or stops an idea without reasons. This behaviour includes interruptions and attacking behaviour.

For example: “That won’t work”

“I can’t go along with that”

“That’s typical of you, you never keep me informed!”

“I think we should...”, “Let’s move on”