

Confirming Responses – Turning Toward Responses

- Direct Acknowledgement
- Agreement about Judgments
- Supportive Response
- Clarifying Response
- Expression of Positive Feeling
- Compliment

Disconfirming Responses – Turning Away Responses

- Impervious Response – failing to acknowledge your statement (V or NV)
- Interrupting Response – implying what you have to say is more important
- Irrelevant Response – has nothing to do with the person's statement
- Tangential Response – only minimally relates to what the other person is saying
- Impersonal Response – using third person voice to trivialize the matter/condescend

- Incoherent Response – unintelligible statement
- Incongruent Response – verbal message inconsistent with nonverbal message

Turning Against Responses

- Insults/Putdowns
- Combative Remarks – speaker is looking for a fight
- Purposefully contradictory – speaker wants to start an argument; less hostile than combative remarks
- Critical Responses – character attacks; blaming the other person
- Defensive Responses – playing the victim