

## Confirming and Disconfirming Responses

Confirming responses indicate that you value the other individual, what that person is saying, and the interaction. This includes:

- **Expressions of direct interest** such as asking for more information or asking probing questions
- **Paraphrasing** so that you restate the other party's statements in your own words to confirm understanding
- **Affirming nonverbal behaviors** such as good eye contact, leaning forward and facing the other person, nodding the head, and giving your full attention to what they are saying
- You don't have to agree with the other person's conclusions, just **their right to see things in their own way**
- Expressing **empathy, reassurance, and support**
- **Actively acknowledging** the other person

Disconfirming responses leave the other person walking away feeling devalued. This includes:

- **Ignoring** the individual verbally and/or nonverbally
- **Dismissing** their concerns
- **Physically withdrawing** from the interaction such as walking away when she or he is still talking
- **Multitasking** when the other individual has something important to say
- Engaging in **narcissistic responses**
- Continually **interrupting, ridiculing or verbally attacking** the other person
- **Changing the subject** without responding to the person's statements or making a totally irrelevant response