

S.O.L.E.R. :

Gerard Egan developed a model of ‘active listening’ which is encapsulated in the acronym “SOLER” :

S (Square): Face the client squarely; demonstrating you are involved.

O (Open): Maintain an open posture: Don’t cross arms and legs. Open poses are welcoming and engaging.

L (Lean): Leaning forward when a person is talking to you, shows you are listening to them and involved with the meaning.

E (Eye Contact): Eye contact shows engagement and full attention.

R (Relax): Have you tried speaking to someone who’s fidgeting? It is highly off-putting and communicates a lack of mental presence. Stay relaxed for the client.

Following these habits will not only put the client at ease but will maximize the possibility of fully understanding the meaning of what the client is trying to communicate, which in turn will allow great empathy.