



## resources: skills scales at a glance

### warmth scale

**4.0** Engaged. May touch or hold the speaker as appropriate.

**3.5** Very interested and attentive. Moves toward the speaker.

**3.0** Somewhat interested. Reflects the speaker's emotional state.

**2.5** Mildly interested. Nonverbally exhibits some concern.

**2.0** Mechanical or poker-faced. Interacts without concern.

**1.5** Cool and distant. Reveals indifference toward the speaker.

**1.0** Disdainful. Moves away from the speaker.

### empathy scale

**4.0** Insightful and committed. Opens hidden areas of the Johari Window.

**3.5** Perceptive. Discerns the speaker's underlying thoughts / feelings.

**3.0** Sensitive. Accurately reflects the speaker's content and feelings.

**2.5** Sincere but clumsy. Misses part of the speaker's content or feelings.

**2.0** Superficial. Responds to surface feelings with shallow cliches.

**1.5** Detached. Misses the speaker's stated feelings.

**1.0** Apathetic and uninterested. May even berate the speaker.

### respect scale

**4.0** Devoted. Demonstrates a willingness to sacrifice and risk being hurt.

**3.5** Gracious. Nonjudgmentally accepts the speaker.

**3.0** Friendly. Relates to the speaker as a person of worth.

**2.5** Indifferent. Listens but without responding to the speaker.

**2.0** Aloof. Ignores the speaker and withholds involvement.

**1.5** Condescending. Looks down at the speaker's thoughts/feelings.

**1.0** Rude. Disparages the worth or validity of the speaker's thinking.