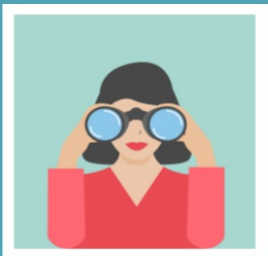


Become
a

fantastic

listener

In 5 Easy
Steps



Stay
focused

Ditch your correction and counter-argument for now. Listening well doesn't mean agreement.



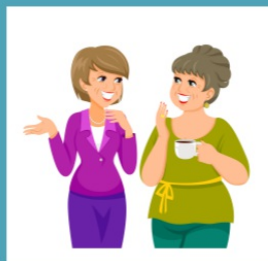
Take a
good look

Make eye contact. Observe body language and facial expressions.



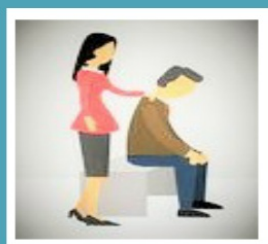
Listen for
Key Words

Tune in to feelings, judgments, and emotional or colorful terms to really get the message.



Give
feedback

Respond just enough to show you're listening. "I understand." Avoid rolling your eyes, fidgeting, sighing.



Express
Empathy

Remember - no matter what they sound like - people are simply seeking to be understood.