

HOW TO LISTEN



LISTENING DO'S

- Remove distractions
- Stay focused, be present in the conversation
- Be empathetic
- Use body language for non-verbal cues
- Ask questions
- Be honest

LISTENING DONT'S

- Don't interrupt
- Don't be critical
- Don't get distracted
- Don't use your phone or laptop while listening
- Don't let your mind drift from the other person