

Q1 What are the objectives of good listening?

- good listener objectives are the have to be attentive on discussion.
- they do eye contact and listen attentively
- As question understand the discussion.

Q2 how do you establish trust and ~~help~~ rapport?

- first we engage the person with eye contact and attentive body language and present topic with some humor.

Q3 How do you use tone of voice effectively?

- the tone should be effective like moderate voice everyone can hear, then should be soft give stress to important words and not be in hurry to present.

Q4 How do you score feedback effectively?

→ we can share effectively when we hear people stop and give reviews like also we make effective lines.