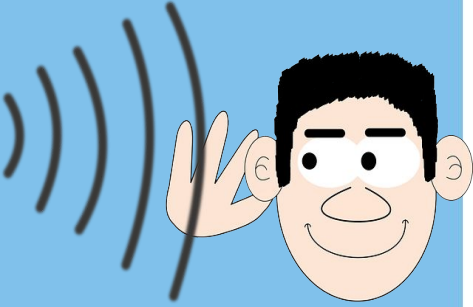


# Introduction To Listening Skills



# It's In Written & Spoken Communication



- Listening is understanding and truly hearing what the other person is trying to tell you
- What if they aren't a good communicator and not explaining well?
- There is a lot of emotional intelligence that goes into listening
- There is a constructive way to do this in business communication
- All your business relationships will benefit from it from now on