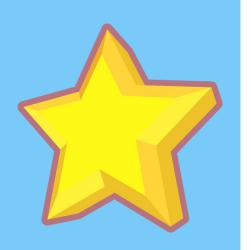


Definition



Act of fully listening and comprehending the MEANING what another person is saying



Few Strategies

- Work on not getting distracted by your mind drifting
- Don't anticipate the answer you assumed you were going to get
- Don't interrupt

- Use phrases that show you are interested
- "Tell me more" or "that's interesting"

More Strategies



> If important, take notes

- Paraphrase to make sure you fully understand
- Use body language that shows interest
- Look at them, face them, smile don't slouch, make eye contact



Listening To Body Language

- Does the person look confident about what they are saying?
- Are they looking down or making eye contact?