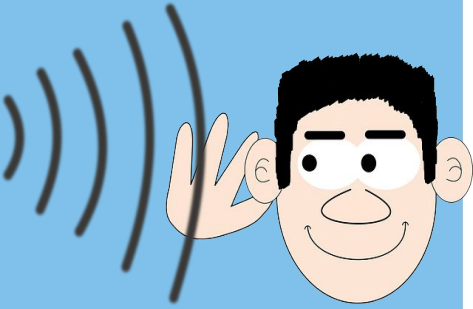


# The Cycle Of Constructive Listening



# Acknowledging, Rephrasing, Improving



- Actively listen and understand
- Acknowledge that you understand
- Repeat and rephrase the important point(s)
- Explain how you will proceed or what you will change
- Get agreement that the way to proceed is desired. Then deliver.