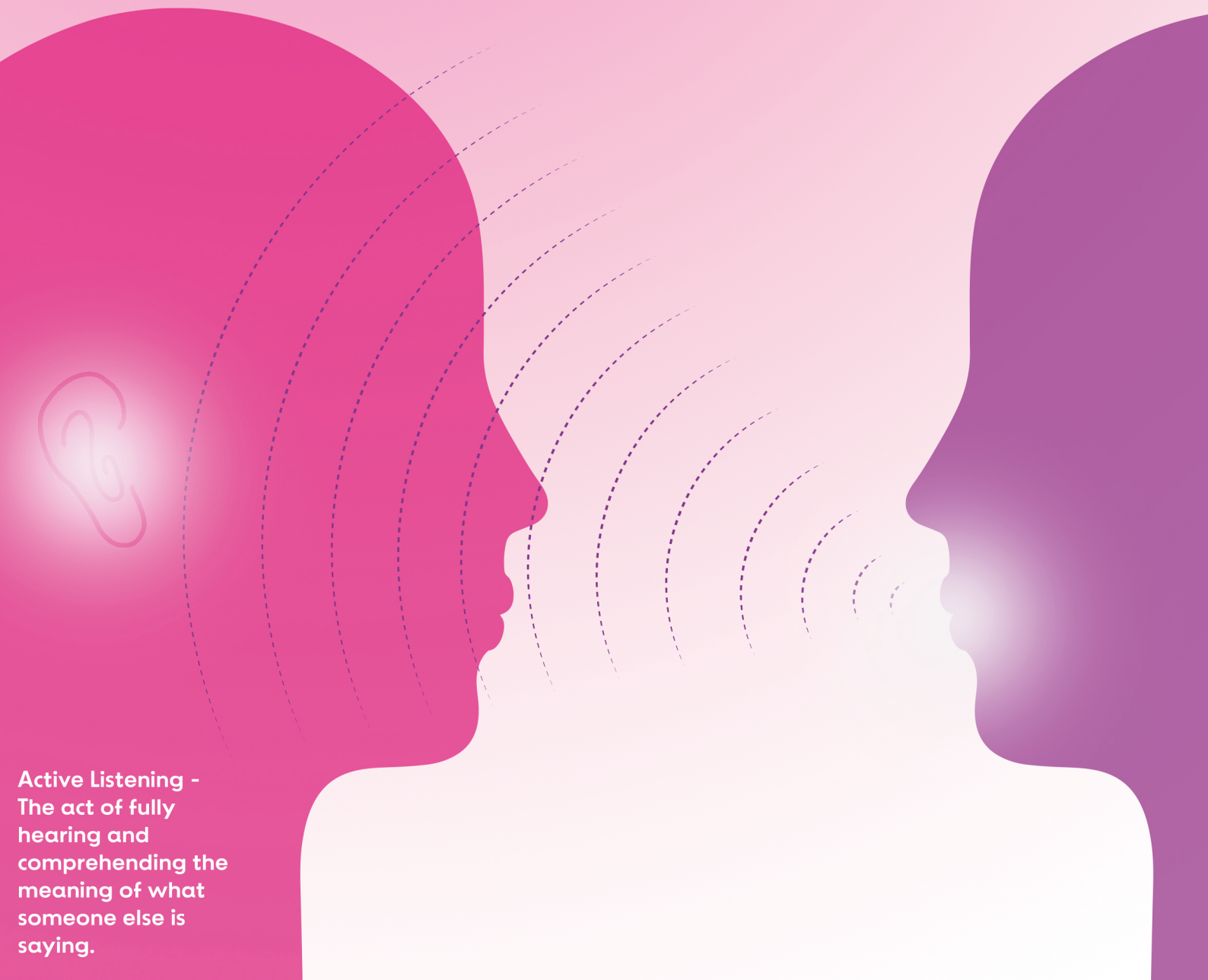


ACTIVE LISTENING TIPS

- 1 Avoid getting distracted by your own thoughts. Focus on the speaker and topic instead.
- 2 Try not to interrupt the other person. Let them finish and then respond.
- 3 Use '**door openers**'. These are phrases that show you're interested and keep the other person talking.
For instance: "**Tell me more**", "**Go ahead, I'm listening**", "**That sounds interesting!**"
- 4 Use body language to show that you're listening.
- 5 If appropriate, take notes during important conversations.
- 6 Paraphrase what others have said to make sure that you're both on the same page. "**So, what you're saying is...**"



Active Listening -
The act of fully
hearing and
comprehending the
meaning of what
someone else is
saying.