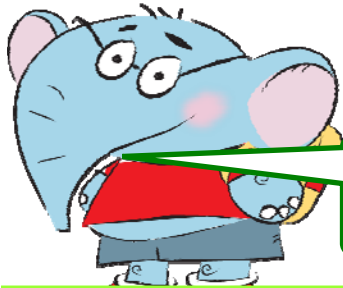




## How to be a Good Listener



**Be interested and attentive.**

People can tell whether they have a listener's interest and attention by the way a person replies or does not reply. Maintain eye contact to show that you are really interested.

**Be patient!**



People think faster than they speak. Sometimes it takes them a while to find the right word. Listen as though you have plenty of time.

**Hear them out.**



Avoid cutting people off before they have finished speaking. It is easy to form an opinion or reject their views before they finish what they have to say. It may be difficult to listen politely if you don't agree with them, but respect their right to express their opinions.

**Notice non-verbal clues.**



People communicate their feelings by their tone of voice, their facial expressions, their energy level and their 'body language'. You can often learn more from the **way** a person says something than from what is said.