



## Active Listening

- Stay focussed
  - Maintain eye contact
  - Don't judge
  - Be patient
- Really listen - notice if you are being distracted by your own internal voice
- Allow for silence
- Repeat words/phrases back
- Understand emotions behind the words
- Gains trust
- Builds relationships
- Helps people open up

Speak in such a way  
that others love to listen  
to you. Listen in such a way  
that others love to  
speak to you.