

## **TIPS ON GOOD LISTENING**

1. Stop talking – especially about yourself.
2. Don't 'multi 'task' while listening. It is physically impossible to listen at a high level while doing a second activity.
3. Use words and phrases that prompt people to talk more.
4. Immerse yourself in what the person is telling you. Don't let your mind wander.
5. Ask questions – lots of questions.
6. When others talk to you open your ears and heart; shut your mouth and mind.