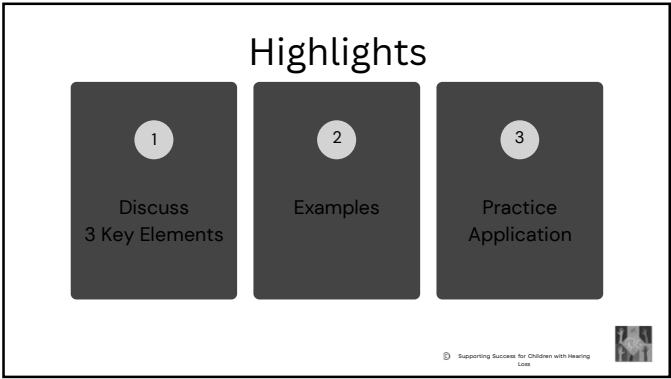




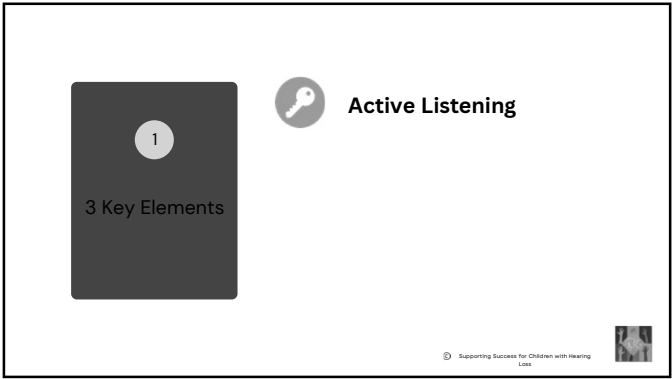
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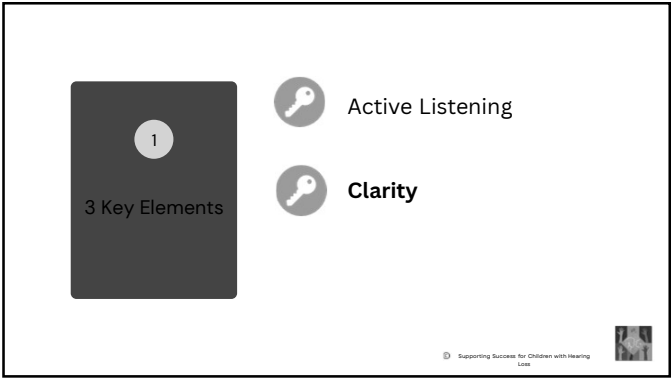
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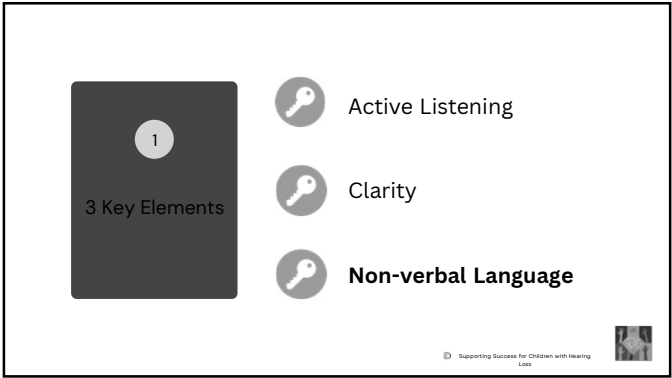
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Active Listening

- Being present
- Listening without judgement
- Listening without interrupting
- Focus on person and understanding message

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Clarity

- Message is easily understood
- Use precise language
- Avoid jargon
- Avoid accusatory language

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Non-verbal Language

- Facial Expressions
- Body Movement
- Tone of Voice

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Examples

Listening

Focused

Non-focused

Asking Questions

Respectful

Accusatory

Clarity

Clear

Vague or Ambiguous

Non-verbal Language

Welcoming

Dismissive

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Examples



Listening

Focused

Non-focused

Asking Questions

Respectful

Accusatory

Clarity

Clear

Vague or Ambiguous

Non-verbal Language

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Examples



Listening

Focused

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Asking Questions

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Examples

Listening

Focused

Non-focused

Asking Questions

Respectful

Accusatory

Clarity

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Dismissive



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Practice



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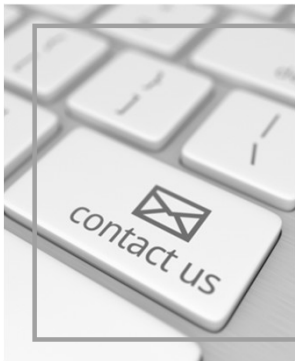
“

If everyone is moving forward together, then success takes care of itself.

Henry Ford



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Contact Info

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