

GIVING PROOF OF LISTENING MEANS

LISTEN CAREFULLY

TRY TO SUMMARISE WHAT HAS BEEN SAID AND ASK QUESTIONS.



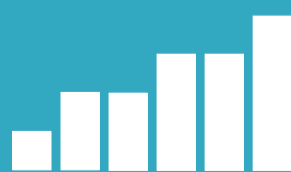
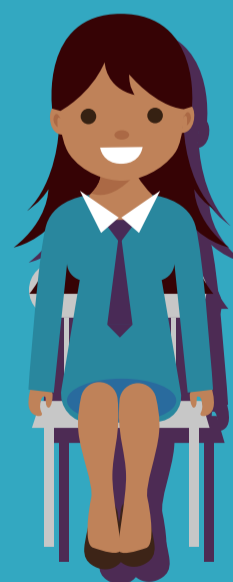
EYE CONTACT

MAKE SURE YOU ARE LOOKING AT THE SPEAKER SO THAT THEY KNOW YOU ARE LISTENING.



BODY LANGUAGE

USE YOUR BODY LANGUAGE TO SHOW THAT YOU ARE CALM AND FOCUSED.



Voice 21