

# Listening skills

Listening is an important skill. It helps build relationships with others.

1



Give the person your attention

2

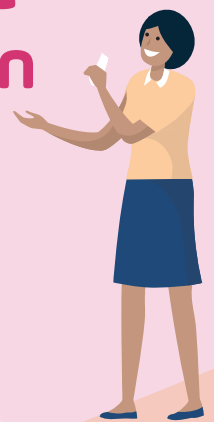
Minimise distraction



3

Encourage the person to speak

mmm...  
...I see



4

Ask open-ended questions

How did you feel about that?

Why do you think that is?

How have things been going with \_\_\_\_\_?



5

Let the person know you heard what they were trying to say

