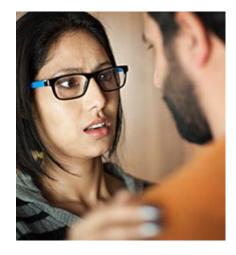


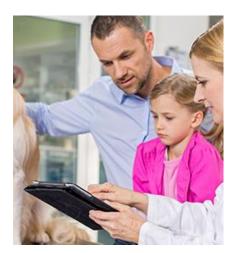
Active Listening Techniques



Building trust and establishing rapport



Demonstrating concern



Paraphrasing to show understanding





Nonverbal cues which show understanding such as nodding, eye contact and leaning forward

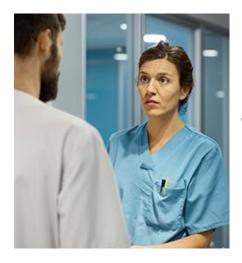


Brief verbal affirmations like "I see," "I know," "Thank you" or "I understand"



Asking open-ended questions and seek clarifications





Waiting to disclose your opinion



Avoid:

- Telling your own stories or of other people
- Making assumptions
- Being judgemental of clients or co-workers
- Expressing your own opinions