

Listening Skills

Ineffective Listening



Husband
Keith

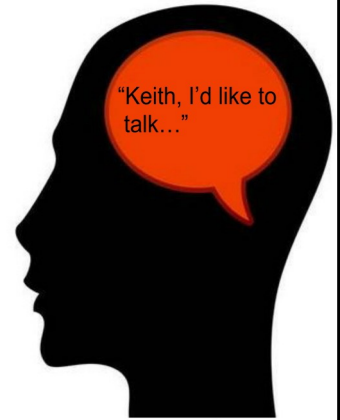


Wife
Pam

Ineffective Listening



Husband
Keith



Wife
Pam

Ineffective Listening



Husband
Keith



Wife
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Ineffective Listening



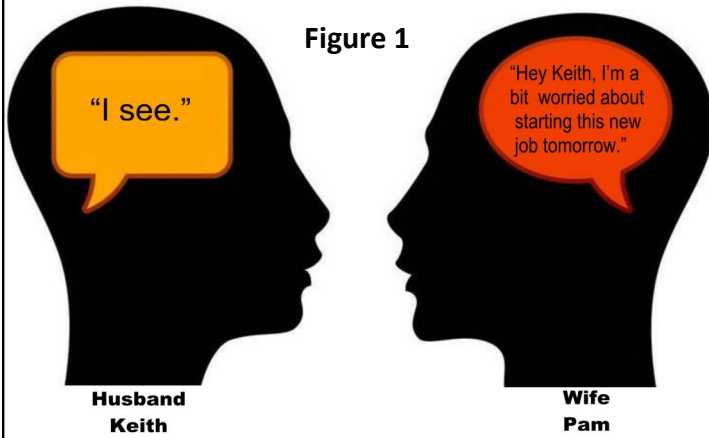
Husband
Keith



Wife
Pam

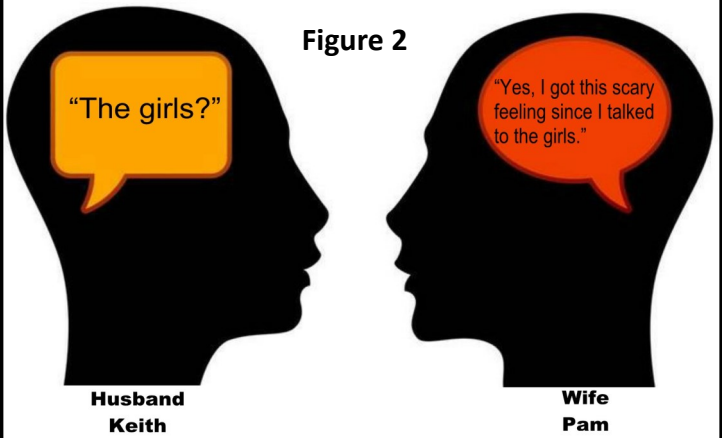
Effective Listening

Figure 1



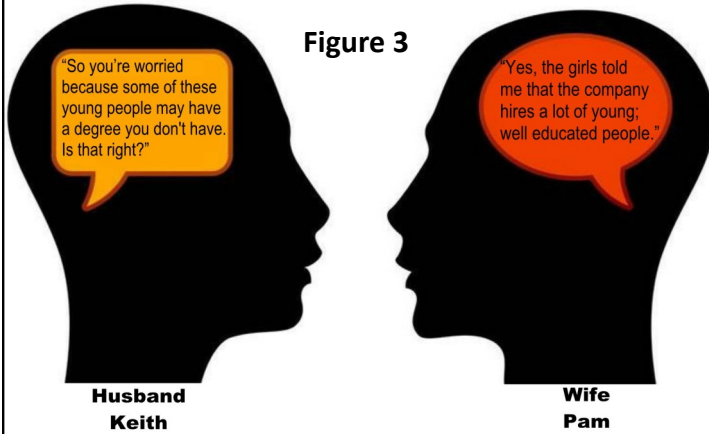
Effective Listening

Figure 2



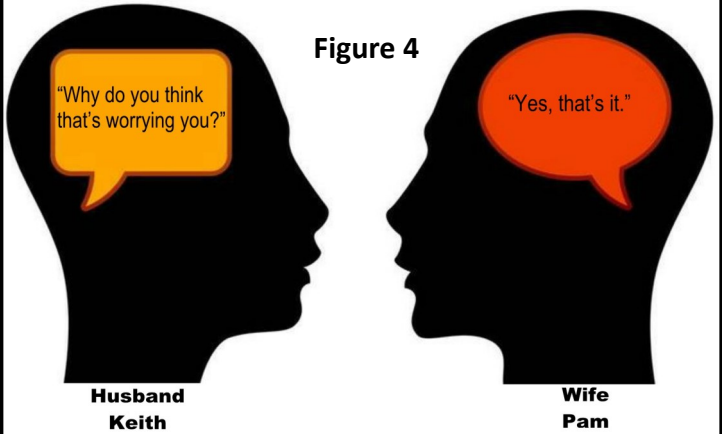
Effective Listening

Figure 3



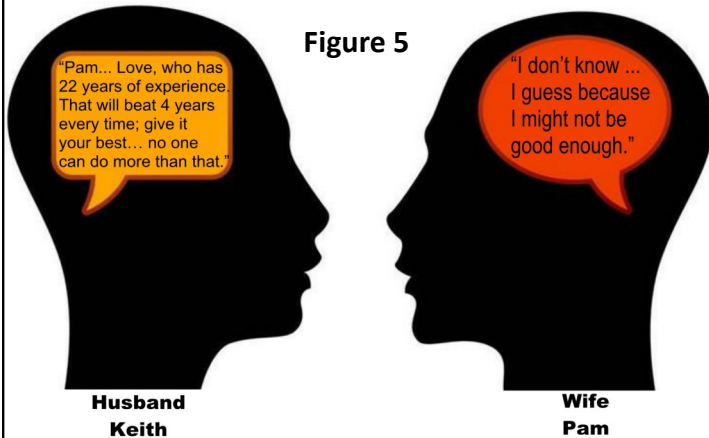
Effective Listening

Figure 4



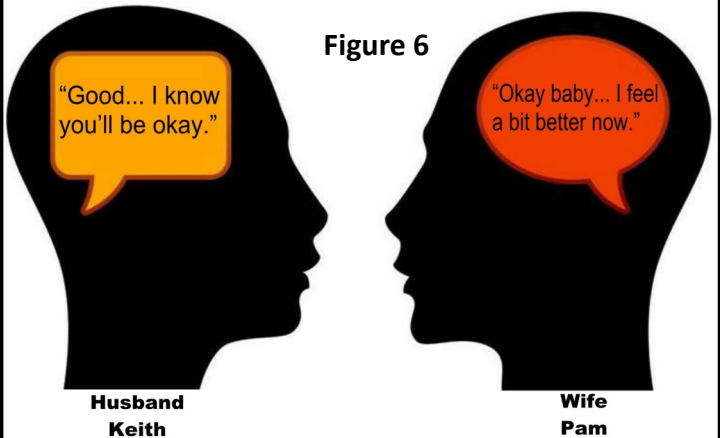
Effective Listening

Figure 5



Effective Listening

Figure 6



**A
positive attitude
will get
you
anywhere !**

Empathy

Figure 5-6

Show's that you're understanding the speaker's experience.

Clarification

Figure 4

A sharper focus, to identify what was said.

Paraphrasing

Figure 2-3

Show's that you are listening and understand.

Bridging

Figure 1

Bridging allows two-way communication.

Attentiveness

Figure 1

Being considerate and thoughtful of others, it also means eye contact.