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**LISTENING:
SECRET KEY TO SUCCESSFUL COMMUNICATION**

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ACTIVE LISTENING: “TO DO” PRINCIPLES

- 1) Think about what the other person is saying;
- 2) Demonstrate with your body language that you care / are thinking about what the other person is saying;
- 3) Ask open-ended questions;
- 4) Rephrase what you hear;
- 5) Probe for the underlying meaning / purpose;
- 6) Balance empathy and assertiveness.

Let's practice!

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WHY ACTIVE LISTENING IS IMPORTANT

Creates an opportunity for you to engage in **strategic empathy**;

- 1) Allows you to demonstrate **respect** for the speaker;
- 2) **Reduces** the possibility of a **misunderstanding**;
- 3) Enables you to identify **differences in preferences**, leading to mutually-beneficial trades;
- 4) Reveals the other side's **true** preferences.

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