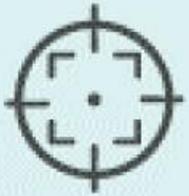




# Listening Skills



**1, Stay Focused**



**2, Detect Emotion**



**3, Ask Questions**



**4, Don't Interrupt**



**5, Don't Pre-empt**



**6, Recap Key Facts**



**7, Pen and Paper at The ready**



**8, Say it Again**



**9, Watch the Stereotypes**



**10, Be Aware of Listening Barriers**