

LISTENING CARDS: 'ACTIVE LISTENING'

DO:

- Act interested in what the speaker has to say
- Maintain appropriate eye contact
- Tilt your head to one side to demonstrate interest
- Focus entirely on the speaker
- Nod occasionally and smile
- Make encouraging comments and noises
- Highlight positives in what the speaker has said

DO NOT:

- Interrupt under any circumstances
- Share your own experiences
- Give advice or make suggestions
- Look at your watch
- Look at what else is happening in the room
- Fidget