

Are You Listening?

Passive listening:

- Listener says very little
- Listener's body is often turned away from the speaker
- Listener doesn't seem to be paying full attention to the speaker
- Listener is distracted by something else such as a cell phone

Active Listening:

- Listener has good eye contact
- Listener shows interest in person
- Listener has encouraging facial expressions
- Listener uses correct voice tone
- Listener has open posture

