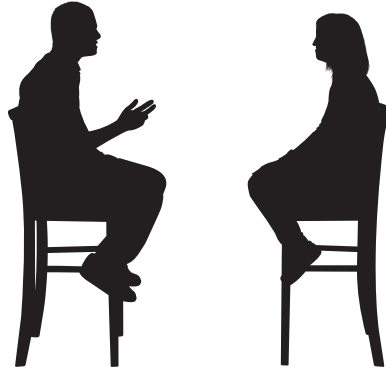


## LISTENING SKILLS



Eye contact:  
look into eyes while listening

Interest in person:  
face person and lean forward

Encouraging facial expressions:  
nodding, smiling, or looking serious

Correct voice tone:  
pleasant or serious

Open posture:  
hands, arms, feet, and legs open not crossed