

MASTER COMMUNICATION

Active Listening



1. Consistent eye contact and mirror the body language displayed.

2. The answer should never be yes/no.

3 & 4. "When you said _____, did you mean _____?"

5. "I'm hearing you say _____, which I'm interpreting as _____."

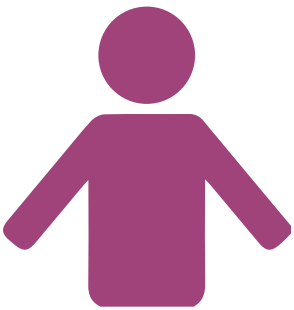
6. Validate the feelings experienced by speaker.

7. "Overall, I'm hearing you say _____ is an issue, and the implications are _____ and _____."

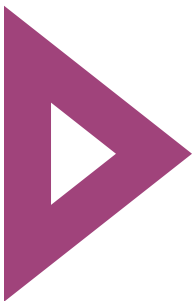
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Positive Reinforcement Exercise

1. Make it personal.



2. Make it immediate.



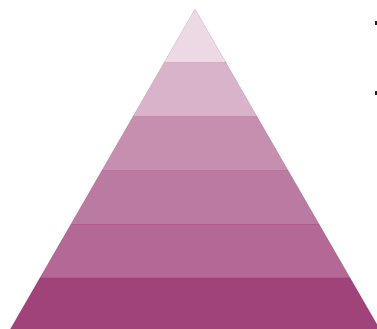
3. Make it frequent.



4. Make it social.



5. Make it earned.



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Body Language

Open palms	=	Honesty
Pointed Finger	=	Dominance
Lack of Eye Crinkles	=	Fake Smile
Raised Eyebrows	=	Discomfort
Mirrored Body Language	=	Positive Reception
Voice Goes Up or Down	=	Not Paying Attention
Crossed Limbs	=	Reserved Defensive

