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 _______."
1. Make it personal.

2. Make it immediate.

3. Make it frequent.

4. Make it social.

5. Make it earned.
MASTER COMMUNICATION
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