

# LISTENING

IMPROVING RELATIONSHIPS WITH OTHERS.

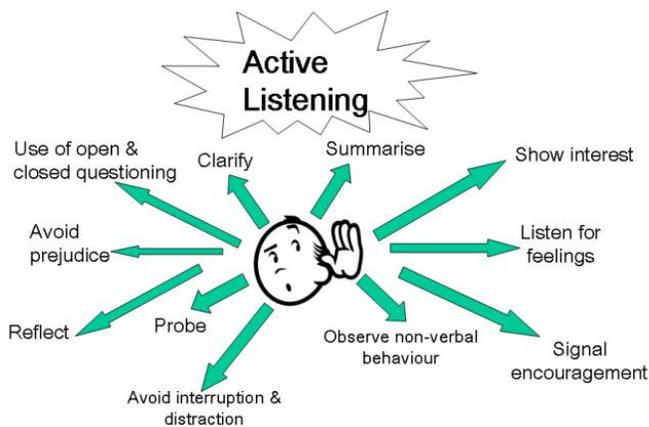


Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness, and on the quality of your relationships with others.

## EVERYBODY LOVES RAYMOND

## AND REFLECTIVE LISTENING

CLICK THE TWO CLIPS BELOW TO WATCH!



Active listening is when you make a conscious effort to hear not only the words that another person is saying but, more importantly, the **complete message** being communicated.

Reflective listening is closely repeating or paraphrasing what the speaker has said in order to show comprehension. Reflection is a powerful skill that can reinforce the message of the speaker and demonstrate understanding.

