

STEPS FOR LISTENING

1

CONCENTRATE

- Focus on the speaker's words and body language.
- Don't interrupt.
- Don't look at or use your phone.

2

APPRECIATE

- Look at the speaker.
- Use small words like "yes" or "okay."
- Thank the speaker.

3

REVIEW

- Say, "So, you are saying . . ."
- Then repeat what you heard.

4

ASK

- Ask, "Did I understand?"
- Listen and wait for an answer.