

Cooperative Communication

**Connection through
Communication:
Are you listening?**

Dan Elliot

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First Things First

2

Rapport

3

Developing Rapport

4

Ten Principles of Listening

5

Listen—Which Means Stop Talking

6

Prepare Yourself to Listen

7

Put the Speaker at Ease

8

Remove Distractions

9

Empathize

10

Be Patient

11

Avoid Personal Prejudice

12

Listen to the Voice

13

**Watch Non-Verbal
Communication**

14

Listen for Ideas

15

**We Connect
Through Our Stories**

16

**Hearing and Seeing
Their Real Story**

17

**Did I tell you the story
about my neighbor...?**

18

**Why Go Through All
This Trouble?**

19

Closing Thoughts...

20

Thank you!

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**Connection through
Communication:
Do you really hear me?**

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