Connection through Communication: Are you listening?

Dan Elliot

First Things First

Rapport

Developing Rapport
Ten Principles of Listening

Listen—Which Means Stop Talking

Prepare Yourself to Listen

Put the Speaker at Ease
Remove Distractions

Empathize

Be Patient

Avoid Personal Prejudice
Listen to the Voice

Watch Non-Verbal Communication

Listen for Ideas

We Connect Through Our Stories
Hearing and Seeing Their Real Story

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

Why Go Though All This Trouble?

Closing Thoughts...
| Thank you!                                      |
| Cooperative Communication                      |
| Connection through Communication:             |
| Do you really hear me?                         |
| Dan Elliot                                   |
| www.cooperativecommunication.net              |