

"Being listened to is so close to being loved that most people don't know the difference."

-David Augsburger

## TIPS for listening

- \* maintain eye contact \*
- \* no interrupting \*
- \* don't try to solve or fix the problem, just let the person be heard \*
- \* stay attentive \*
- \* be aware of your body language \*
- \* pay attention to what isn't being said \*
- \* smile with your eyes \*