

To Become a Better Listener, Work on Becoming A LIAR!

Ask great questions.

Listen for clues, answers, needs, and/or ideas...not just words.

Interpret what they said for what they meant.

What are they not saying?

What do they not know to ask?

What could you tell them that would clarify?

Apply the information you got from them to formulate your response.

Reply to the things they say from the perspective of what they said.