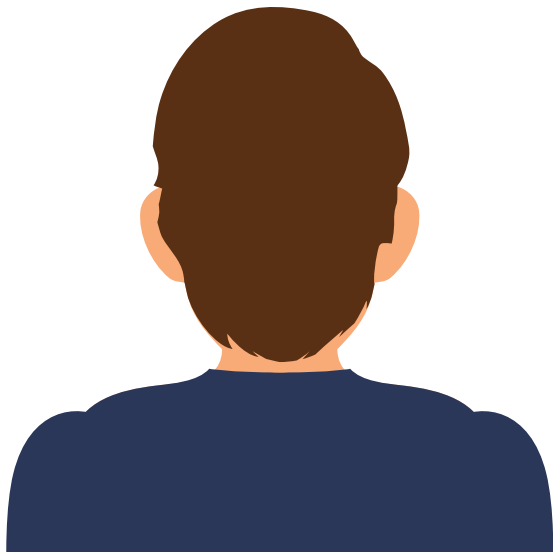


Let's look at the typical characteristics of a **Poor Listener** vs. **Good Listener**

- Always interrupts
- Jumps to conclusions
- Changes the subject
- Finishes other people's sentences
- Gives no response
- Is inattentive, has wandering eyes, and poor posture



- Looks at the speaker and is engaged
- Asks questions to clarify what is said
- Does not rush the speaker
- Does not interrupt
- Keeps on the subject until the speaker finishes their thought
- Responds with head nodding, a smile, or frown



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