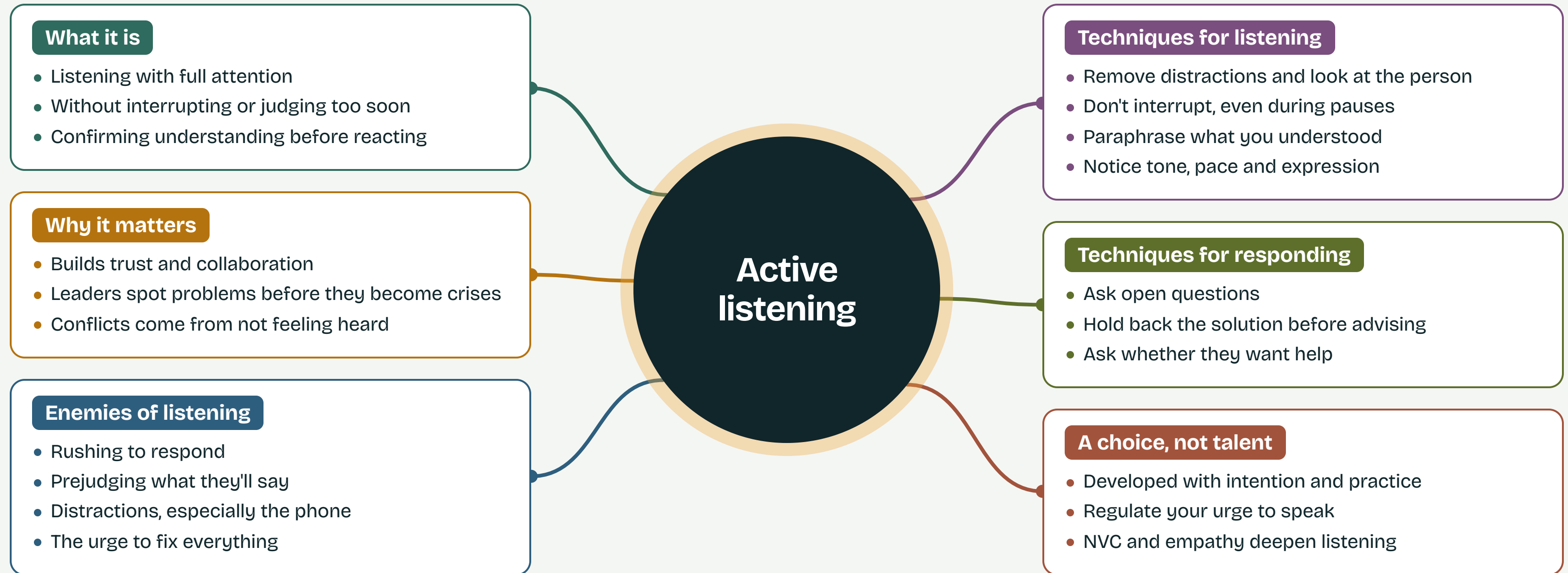


Active listening: what it is and how to practice it



Action plan

1

Put your phone away
and look at the person

2

Let them finish, even
through pauses

3

Paraphrase what you
understood before
replying

4

Ask open questions like
"what else?"

5

Ask whether they want
help or just to vent

Key takeaway

Listening well is a choice: people who feel heard trust more, lower their guard and collaborate better.