

## LISTENING:

Gives attention to speaker, demonstrates nonverbal cues showing interest, and responds with information or questions, as appropriate.

- 1. When were your listening skills tested? Why and how did you react?
- 2. When in the middle of a tough situation, how does listening help?
- 3. What specific skills do you use to be an effective listener?
- 4. What makes you effective in this regard?
- 5. What role does listening play in leadership?





