## Engaged Listening



## Listen Attentively

stay focused on what they are saying, not your counter-argument

## **Communicate Understanding**

tell them you've learned about their point of view with the intent of making sure you understand THEM accurately



Express Empathy

imagine what it's like for the other person from their



## Deepen Understanding

ask questions for clarification with the intent of understanding them better AND learning about yourself



perspective and communicate

this compassionately



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