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**LISTENING: SECRET KEY TO SUCCESSFUL COMMUNICATION**



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**ACTIVE LISTENING "TO DO" PRINCIPLES**

- 1) Think about what the other person is saying;
- 2) Demonstrate with your body language that you are paying attention;
- 3) Rephrase what you hear;
- 4) Probe for the underlying meaning / purpose;
- 5) Balance empathy and assertiveness;
- 6) Ask questions that deepen the conversation rather than shut it down;

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**DEEPENING QUESTIONS**

- 1) **Motivation:** this claim appears to affect you deeply, no?
- 2) **Elaboration:** you shared earlier that this action made you lose faith in government. Can you expand on this?
- 3) **Observation:** can you offer a specific example of what you describe as government waste?
- 4) **Imagination:** imagine that the Harvard Kennedy School Dean asked for your opinion on this. What would be your take on the issue?

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