



**Don Crowley, Author of The  
Compassionate Geek**

## **LISTENING SKILLS**

One of the greatest gifts we can give our fellow humans is to listen, to listen with the intent to understand and remember what they said.

Learn to be a better listener and you'll build better relationships, both professional and personal.

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# TOP 10 WAYS TO BE A BETTER LISTENER

10. Lose Distractions
9. Be Patient
8. Don't Be Defensive
7. Paraphrase What You Just Heard
6. Listen to Understand and Remember
5. Be Thoughtful About Eye Contact
4. Allow Natural Pauses
3. Ask Open-Ended and Relevant Questions
2. Keep an Open Mind
1. Stop Talking



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