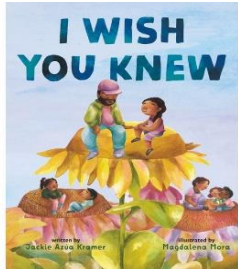
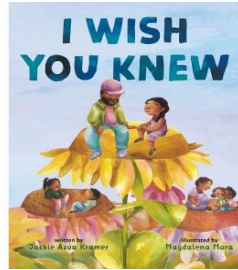


Use personal power



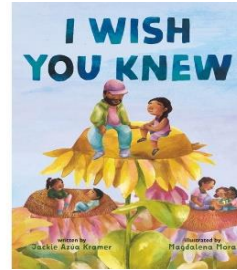
to be an active listener

Use personal power



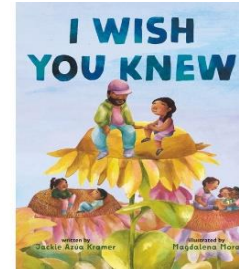
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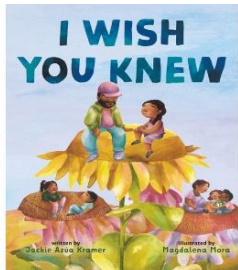
to be an active listener

Use personal power



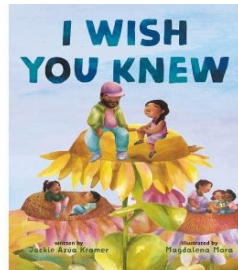
to be an active listener

Use personal power



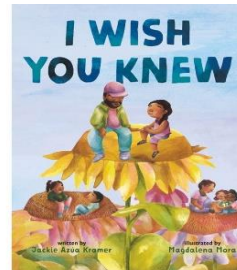
to be an active listener

Use personal power



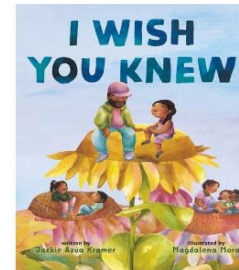
to be an active listener

Use personal power



to be an active listener

Use personal power



to be an active listener

LISTEN

with your heart

- **Focus on speaker**
- **Make eye contact**
- **Smile and nod**
- **Clarify**
- **Paraphrase**

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