

Pause for two beats
after the other person
is done talking.



Mirror. Repeat the
last 2-3 words
someone said with a
slight uptone.



Label.
"It looks like..."
"It feels like..."
"It seems like..."



Catch yourself
spacing out.



If someone shares a
story, resist the urge
to share your story.



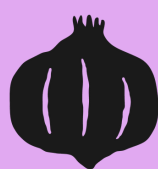
Don't assume you
know what the other
person is going to say.



No multitasking.
Be present.



Don't judge. There are
always multiple lenses
to view things from.



Peel the onion.
"Wait what?"
"Really?"
"Tell me more."

2:1

Strive for a 2:1
listening to talk ratio.