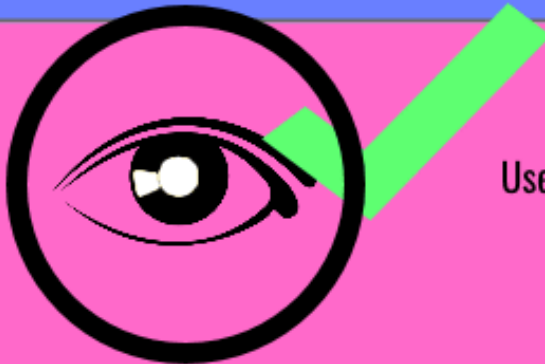




HOW TO LISTEN BETTER WITH THE F.L.A.P. TECHNIQUE

FOCUS

Give the speaker your **UNDIVIDED ATTENTION**.
Ignore outside distractions.
Don't speak--let the **SPEAKER** talk.
Defer judgment until the conversation is over.



LEAN

Use **BODY LANGUAGE** to show you're listening.
Face your whole body toward the **SPEAKER**.
Lean forward--or tilt your head forward.
Make eye contact, but don't stare.
Nod your head occasionally.

AFFIRM

REPEAT and **SUMMARIZE** the conversation:

"So what you're saying is..."
"You feel like that..."
"You mean to say that..."



PROBE

ASK QUESTIONS to get more information and **BETTER UNDERSTAND** the conversation:

"Why do you think..."
"Have you tried..."
"How..."

