



Regional Training Seminar

Basics of Communicating and Listening

A large part of being an effective LR is getting people to talk with you. Here are some basic tips to become the person people share information with.

Basics of Communicating and Listening

Know when to stop talking. Listen to what the other person is saying.

Take a mental moment to process what it means from their perspective.

You don't always need to solve their problem, sometimes just listening is enough and appreciated.

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Keep an eye on body language.

Feet pointed away from you, they want to end the conversation and leave, for example.

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Verbal cues can tell you when to end the conversation or change the subject.

