



5 Tenets to Good Listening

Listening is the key to great communication. Our customers expect us to hear what they have to say, but do we really listen? Five quick tips is all it takes and you'll be offering a higher level of customer service to everyone.

1. Give your **full attention** to the person speaking to you.
2. Make **eye** contact.
3. Use **confirmation noises** to keep the conversation going.
4. Ask **questions** to confirm understanding.
5. Listen without criticism or judgement.

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