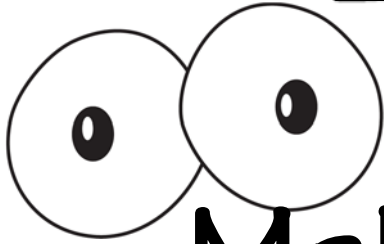
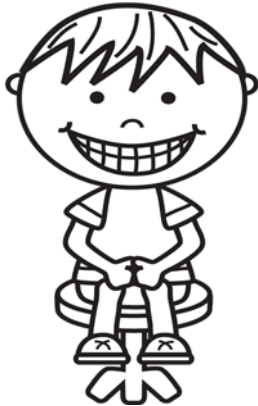


# Listen Up



Make Eye Contact



Show Interest



Don't Interrupt



Ask Questions

(When the speaker pauses)