

THE ART OF CONVERSATION

- **Be present**
- **Still your busy mind**
- **Listen with your eyes as well as your ears**
- **Not one way conversation**
- **Don't monopolise**
- **Be conscious of intonation**
- **Put yourself in their shoes**
- **Allow a pause, don't necessarily fill in a space**
- **Notice something about them**
- **Listening, must not just be about waiting to answer**