

1

## CONCENTRATE

- Focus on the speaker's words and body language.
- Don't interrupt.
- Don't read or send messages on your phone.

2

## APPRECIATE

- Look at the speaker.
- Use small words like "yes" or "okay."
- Thank the speaker.

3

## REVIEW

- Say: "So, you are saying . . ."
- Then repeat what you heard.

4

## ASK

- Ask, "Did I understand?"
- Listen, and wait for an answer.