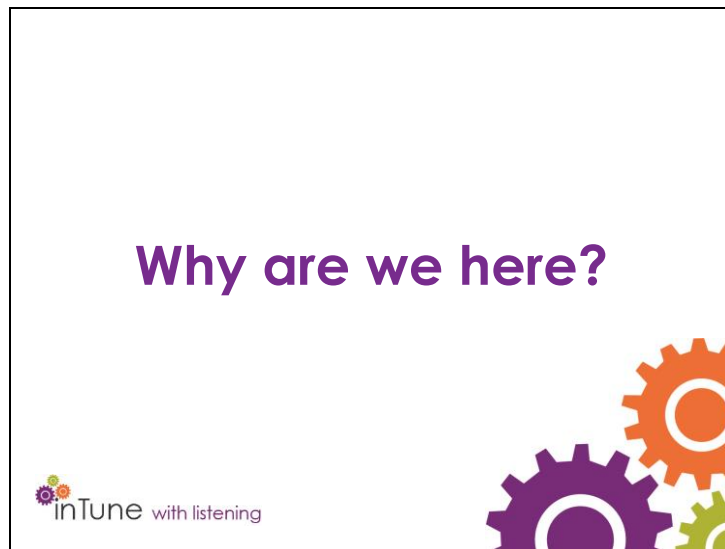




## **Listening**



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## Why are we here?

- To understand the importance of listening
- To develop our listening skills

 inTune with listening



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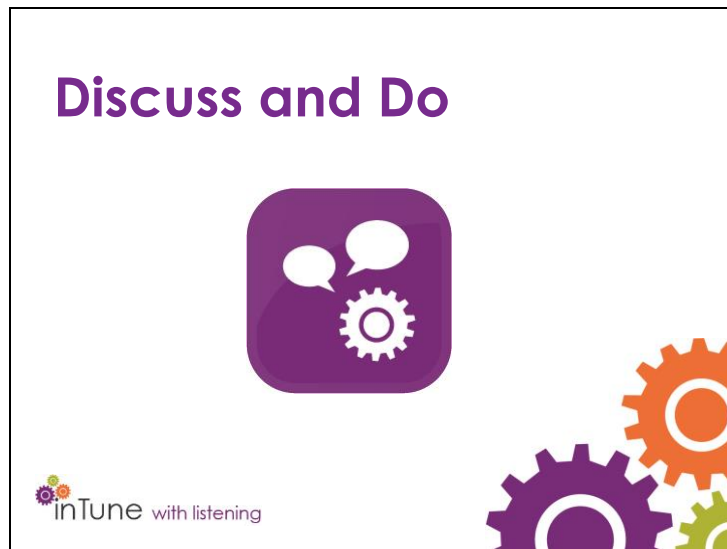
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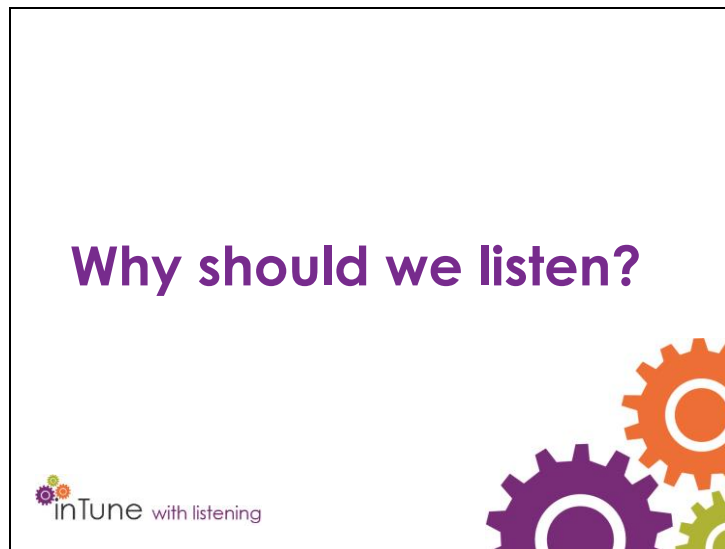
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## Listening helps people to connect

- Listening helps understanding
- Understanding helps us to get it right
- Getting it right helps to build trust
- Trust builds relationships
- Relationships help team work
- Team work helps business, morale, customer service, performance



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# Listening is key

- Connect
- Understand
- Help



The slide features a logo for 'inTune with listening' in the bottom left corner, which includes a small gear icon. To the right of the text, there are three large, interlocking gears in purple, orange, and green.

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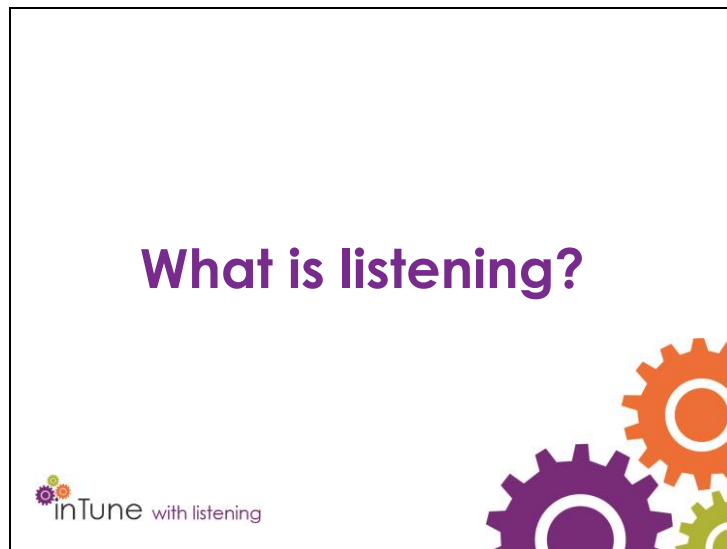
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## Listening Exercise

Listen to the following then answer  
the questions I will ask you

 inTune with listening



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## What does that tell us about listening?



The diagram features several interlocking gears. A large purple gear on the left is labeled 'Focus'. An orange gear to its right is labeled 'Attention'. Below these are several smaller gears in purple, orange, and green, arranged in a cluster that tapers to the right.

inTune with listening

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