

D1 **Nine principles of constructive listening**

- 1 Always prepare: you always get out of your listening what you put into it
- 2 Really listen, do not judge or interrupt: keep an open mind
- 3 Beware of your co-producer status in the speech of another
- 4 Time your questions well
- 4 Supportive listening: show empathy, concentration and interest
- 6 Become skilled in listening and note-taking at the same time
- 7 Notice the importance of posture and non-verbal communication: show an active posture yourself
- 8 Be prepared to give feedback and do not immediately come with solutions
- 9 Always digest the information immediately after the meeting