

# MAKE FRIENDS



## ACTIVE LISTENING!

**Pay Attention:** Look at the speaker directly and put aside distracting thoughts.

**Use open body language:** Nodding, smiling and other friendly facial expressions that match what person is sharing.

**Say small verbal comments** like "yes," "tell me more," and "uh huh."

**Ask follow-up questions.**

**Allow speaker to finish each point before asking questions or sharing your perspective.**

