

ACTIVE LISTENING

It is important to listen carefully and then let people know that we have understood and heard what they said.

Restatement and/or Reflecting

"It sounds like what you're saying is..."

"What you mean then is..."

"I'm hearing you say that..."

PERSUASION SKILLS

- Let them know clearly and concisely what you want
- List your reasons
- Address your request to the right person
- Listen to the reply

If you encounter resistance or opposition...

___ Restate or defend your reasons calmly

___ Offer more reasons to support your position

___ Clarify if miss-understanding

___ If you accept a compromise - make sure it

maintains your reasons, your beliefs, and your values