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The OLÉ Approach: Listening for Engagement

O _____
L _____
É _____

Three V's of Communication

V _____
V _____
V _____

Types of Listening

1. Inactive
2. Selective
3. Active
4. Reflective
5. Empathetic
6. Compassionate

Barriers to Listening

Steps to Effective Listening

What will do differently after today?