8 TIPS
To have a better conversation

01 Don't multitask
Be present and in the moment
Switch off email/phone alerts

02 Don't Pontificate
Enter the conversation assuming you have something to learn
Set aside your personal opinion

03 Use open ended questions
Ask questions that require descriptive answers rather than a yes/no answer

04 If you don't know, say you don't know

05 Don't equate your experience with theirs
All experiences are individual
It is not all about you

06 Try not to repeat yourself
Avoid re-phrasing or repeating the same message

07 Don't focus too much on the finer details
Concentrate on the interaction

08 Listen
Listen with the intention to understand what the other person is saying, rather than thinking about your reply

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