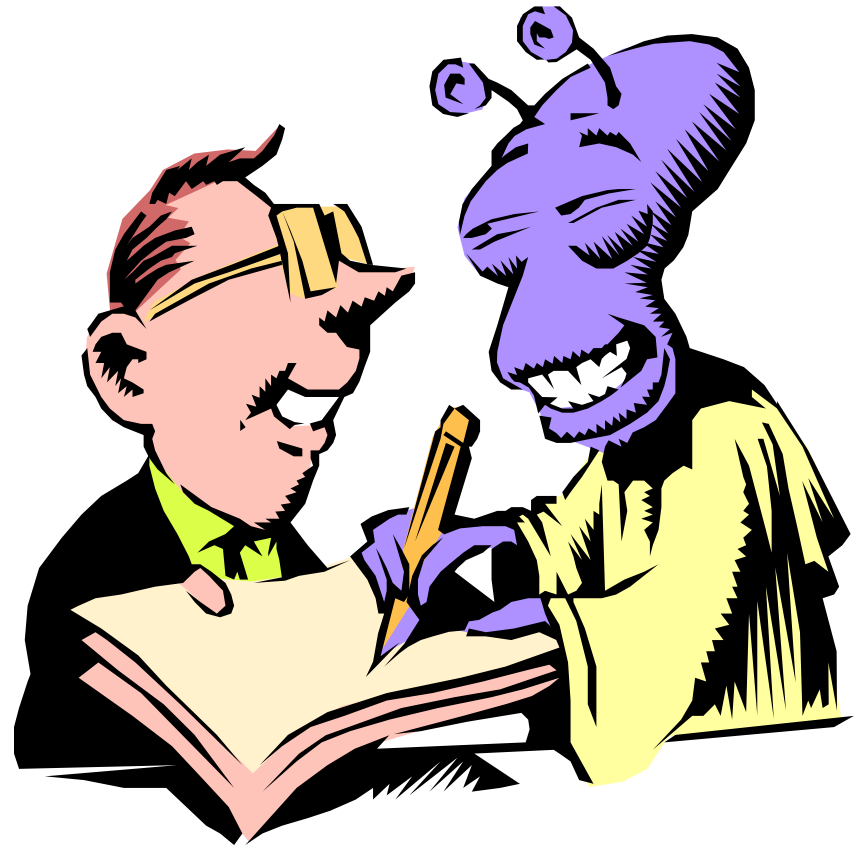


SOFT SKILLS TRAINING

**Gaining a Clear
Understanding of What
has been Said**



Gaining a Clear Understanding of What has been Said



- ☐ Get the information you need to understand
- ☐ Respond more effectively to others
- ☐ Understand what has been said and why
- ☐ Show you are listening