

## EXAMPLES FOR THE TRAINER

A client comes to the secretary eagerly waiting to meet with her supervisor. First, the secretary offers him something to drink. The client refuses but is clearly upset. The secretary has experience with different types of clients, so she is undaunted and tries to defuse the situation with a casual conversation. She hopes that after a pleasant conversation, the client will calm down a bit and the meeting with her supervisor will go smoothly.

She uses a number of activities that are characterised by the ability to listen actively:

- Focuses on the interlocutor
- Asks questions
- Is open
- Is empathetic
- Maintains eye contact
- Paraphrases – checks whether the message is well understood by her

After the conversation, the client visibly calms down. Satisfied and smiling, he enters the meeting, which is very fruitful for the company where the secretary works.

So, is it worth listening to others? Is it worth communicating? Which doesn't mean just talking.

