

Exhibit 2.1, Process of Listening

LISTENING

- The most frequent form of communication
- People spend more than half of their waking time communicating.
- Much of this time is spent listening.
- The higher your position in a company, the more time you spend listening to others.

THE LISTENING PROCESS

Hearing

- Detecting sounds

Focusing Attention

- Concentrating on the speaker and what he or she says

Understanding

- Attaching meaning to the speaker's message

Remembering

- Recalling a message you have seen or heard



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