

## Exhibit 2.4, Listening in Specific Situations

### Listening in a Small Group

When in a small group, all of your communication skills, including your listening skills, are important. Practice active listening. Listen for both ideas and feelings. Use effective eye contact and body language that indicate to others that you are listening. Check your understanding by asking questions or restating ideas as appropriate.

### Listening in a Conference Setting

As an employee, you will continue to learn new skills and information related to your job. You may attend meetings, seminars, or conferences designed to improve your skills and knowledge. In such a setting, you will need to listen effectively in order to learn. Follow these guidelines for taking part in a seminar or conference.

- Clearly understand your reasons for being at the conference. What do you need to learn or accomplish at the conference?
- Choose comfortable seating.
- Choose seating where you can see the speaker and any visual aid that may be used.
- Avoid judging the speaker's subject, ability to present, and appearance before hearing the message.
- Take notes effectively.
- Ask questions when permitted.
- Review the content of your notes and add more details after the session.



### Diversity

Be aware of cultural differences when communicating in a small group. Appropriate eye contact and desired personal space may vary by culture.

