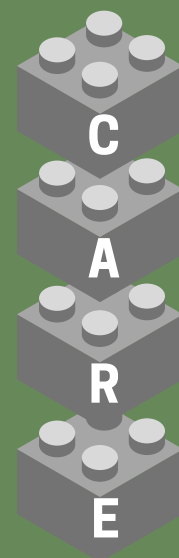
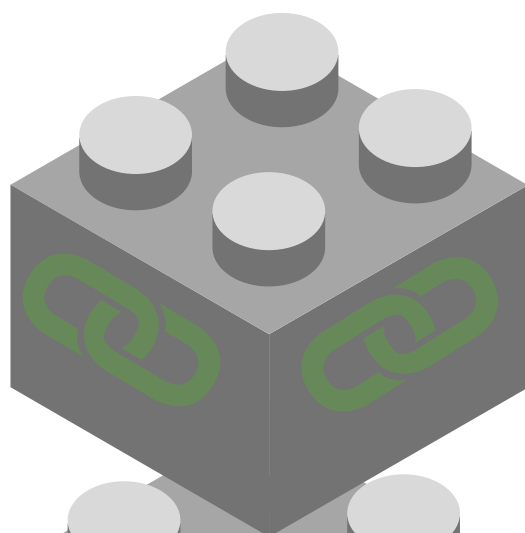


ACTIVE LISTENING WITH CARE

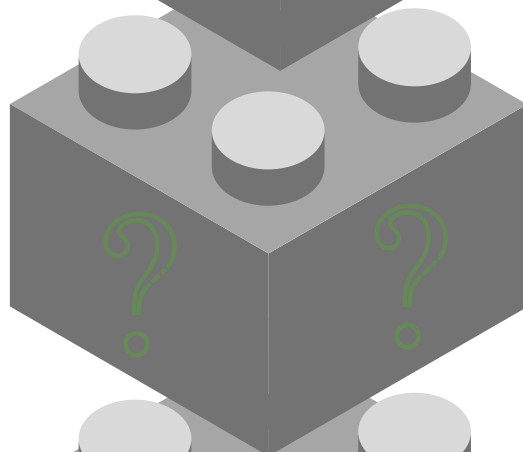


CONNECT



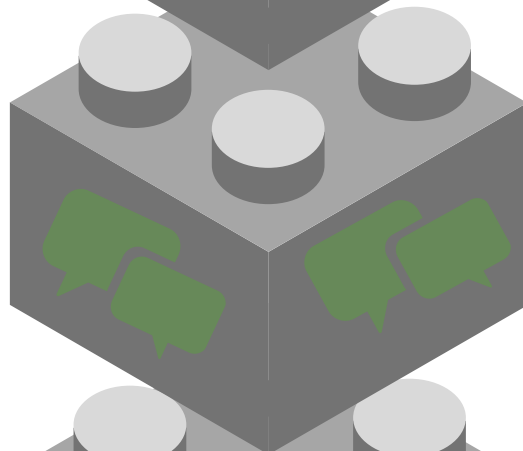
**CONNECT & REFLECT
BACK FEELINGS**
(EMPATHY)

ASK



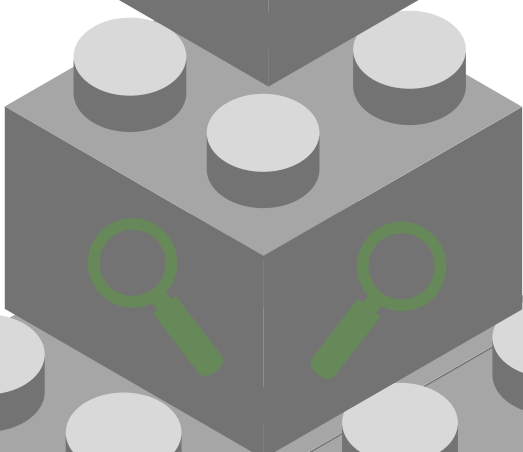
**ASK OPEN-ENDED
QUESTIONS**
(CLARIFICATION)

RESPOND



**RESPOND WITH
SUPPORT STATEMENT**
(VALIDATION)

EXAMINE



**EXAMINE YOUR
UNDERSTANDING**
(SUMMARY)

