

Focus Attention

- Concentrate
- Use eyes, ears, and brain
 - Ignore distractions



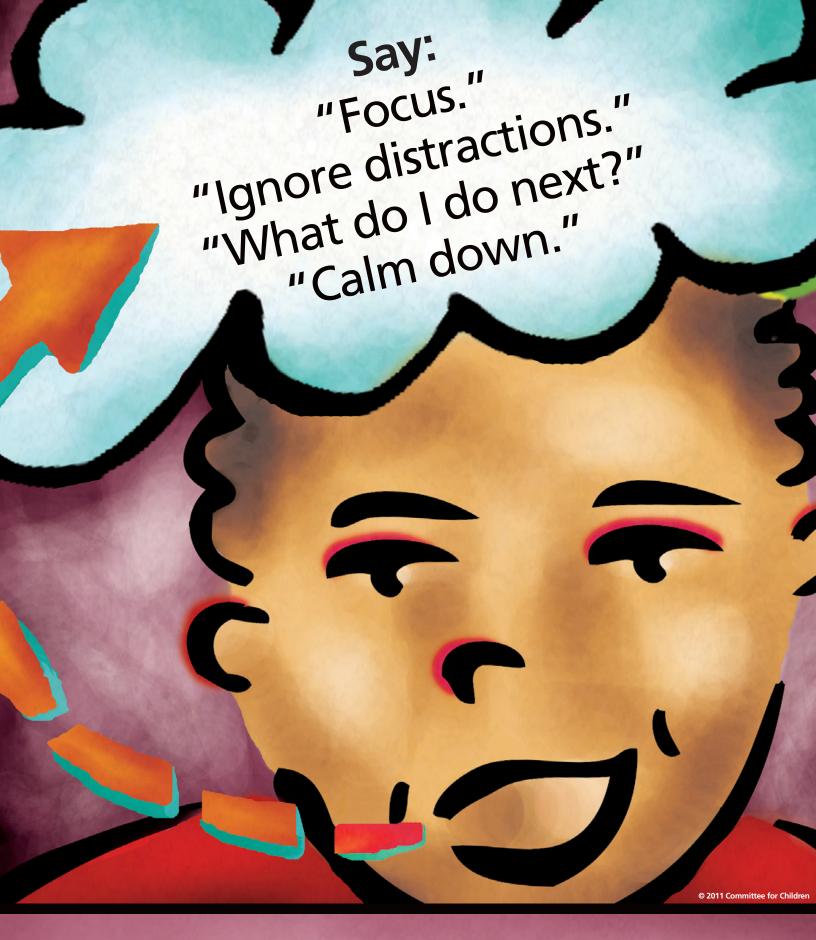
Listen

- Focus on the speaker
- Wait your turn to speak
- Remember what you hear
 - Think of questions



Be Assertive

- Face the person you're talking to
- Keep your head up and shoulders back
 - Use a calm, firm voice
 - Use respectful words



Use Self-talk