



Communication

Listening



Mike Thompson

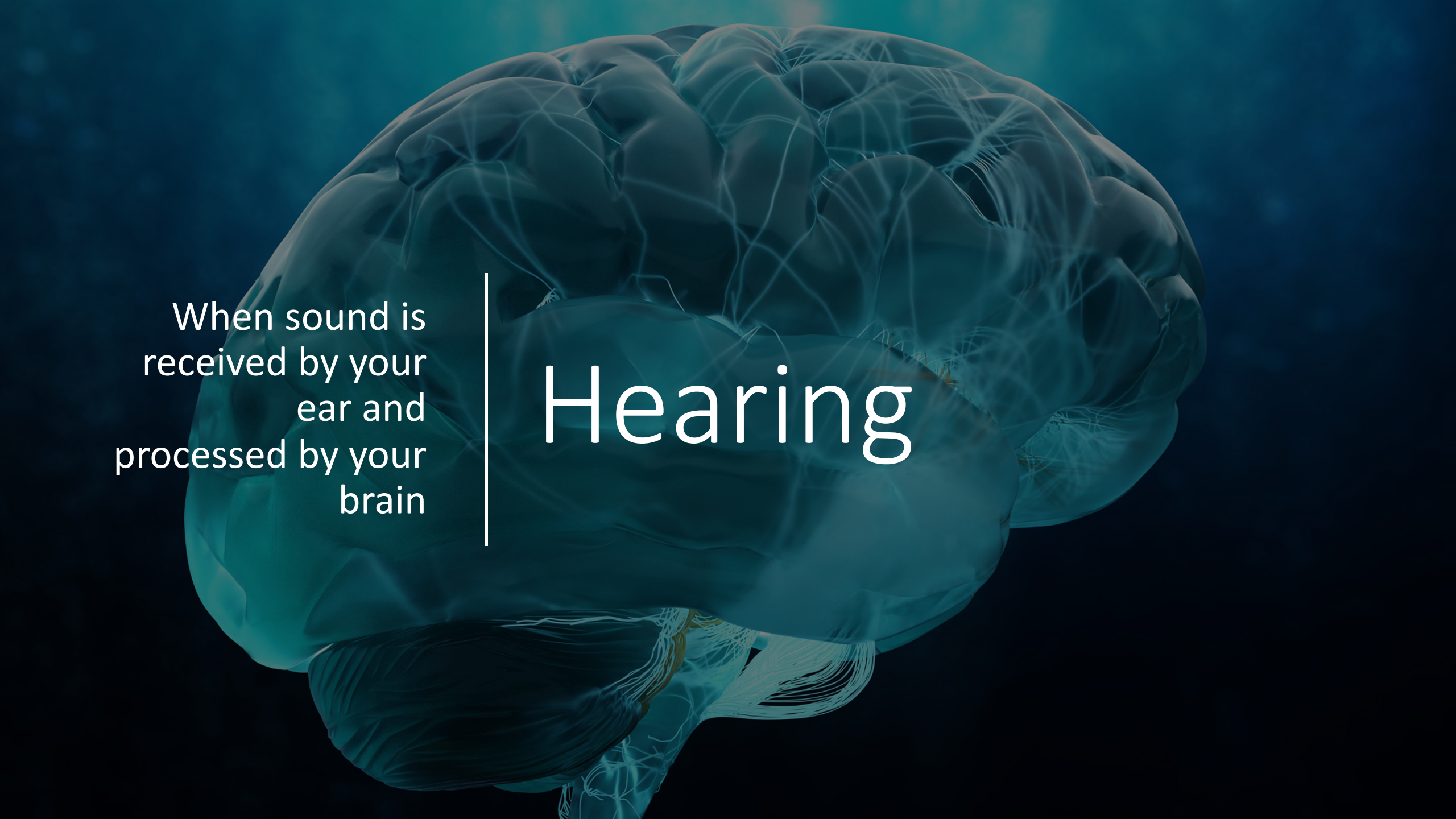
- Licensed Investigator in TX.
- Member of Texas Association of Licensed Investigators.
- Member of National Council of Investigative and Security Services.
- Member of World Association of Detectives.
- CEO for Bearden Investigative Agency, Inc.
- Veteran of Merseyside Police Service in the United Kingdom



What do you want to do when you grow up?



What is
listening?



When sound is
received by your
ear and
processed by your
brain

Hearing



Listening

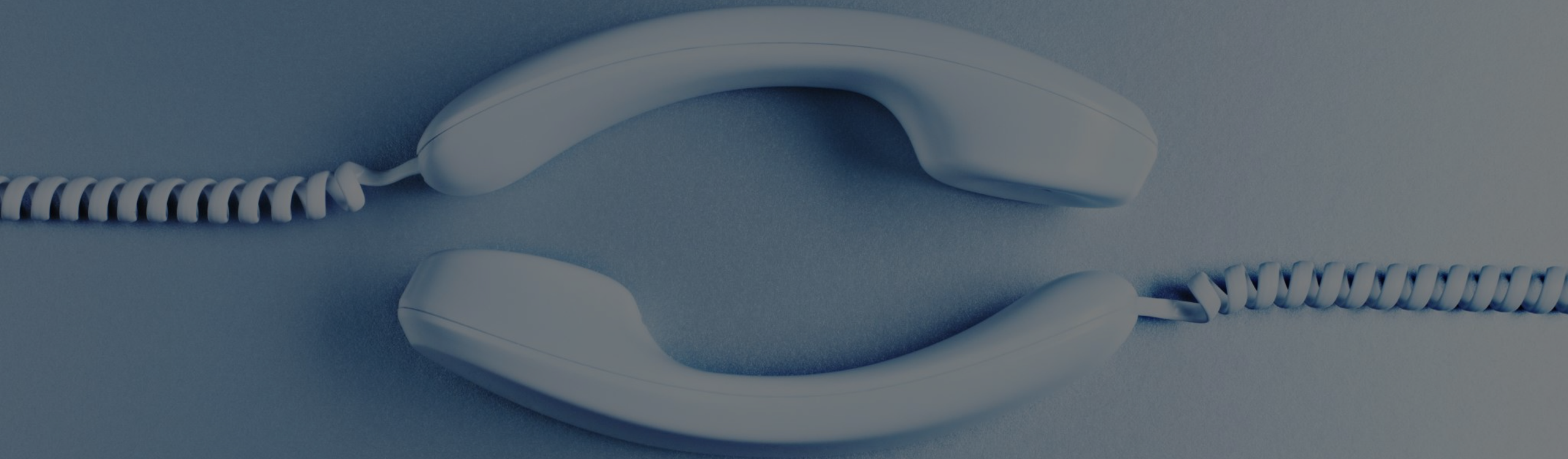
- More active process
- Processing and understanding the message

What is the message here?



What about here?





Exercise



Barriers to listening



What senses do we use to really listen?



How to actively
listen to
someone?



How do we make ourselves better listeners?





Why is this important?