

# listening

## You

(1) \_\_\_\_\_ your objective (why?)

Know your (2) \_\_\_\_\_ (who?)

Plan the content (what?)

## Create a clear message

Use this method (K.I.S.S.):

**K** (3) \_\_\_\_\_

It

Straightforward

and

**S** (4) \_\_\_\_\_

## Choose the right channel

What does the person receiving the message (5)

\_\_\_\_\_?

How much (6) \_\_\_\_\_ do you have?

Do you need to (7) \_\_\_\_\_ and (8)

\_\_\_\_\_ a lot of questions?

Is the content (9) \_\_\_\_\_?