Dr John Gottman
Top 10 skills for active listening

1. Focus on being interested, not interesting
2. Start by asking questions
3. Look for commonalities
4. Tune in with all your attention
5. Communicate that you are listening with a nod/sound
6. Paraphrase what the speaker says
7. Validate the speakers emotions
8. Maintain eye contact
9. Let go of your agenda
10. Turn off the TV or anything else that is distracting

(C) investing in awesome