

CHAPTER 3

Listening and Stereotyping

- 1 Re-read the story at the beginning of the chapter.
- 2 How does stereotyping affect the store manager's ability to listen?
- 3 How does the store manager fail to appreciate difference when communicating with Olga?
- 4 How would you respond differently to Olga?
- 5 How did this scenario strengthen your confidence as a communicator?