



DeeDee and Mike Fleming

# REAL ESTATE, RATES AND RECIPES

JANUARY 2006

*Service With an Old-Fashioned Touch*

## The *Magic* of Listening: Getting on the Path to Being a Better Communicator

Listening is one of the best ways to show another person you care. There are four major steps to effective listening, and several roadblocks to avoid as well.

### FOUR STEPS

#### 1. FOCUS ON THE SPEAKER

Make a conscious decision to listen. Really process what they're saying. Give visual and verbal feedback, make eye contact.

#### 2. UNDERSTAND

Try to not judge, and avoid jumping to conclusions. Try to find value in what you're hearing. Look for the most important ideas.

#### 3. CLARITY

Ask questions, ask for clarification. *Mirror back* what was said (restate). For example, "What I'm hearing is..." This reaffirms that you're fully invested in the conversation.

#### 4. REMEMBERING

Try to create associations between what the speaker is saying and things that are important to you. Take notes, especially when in an important meeting.



### ROADBLOCKS

Even the best communicators occasionally encounter roadblocks. The good news is that these communication roadblocks can be avoided by focusing on the "four steps." Some common roadblocks to watch out for:

- Judging or Criticizing
- Naming or Labeling
- Moralizing
- Diverting
- Advising

### OH, BY THE WAY...

We have a nation-wide network of realtors and brokers, so you're never too far away for us to help you. We can match you up with an agent just right for you, *so don't be afraid to call!*

### Average Mortgage Rates

(Source: FHLMC "Freddie Mac" [www.freddiemac.com](http://www.freddiemac.com))

Jan 12, 2006	30-yr	15-yr	5/1-yr ARM	1-yr ARM
Average Rates:	6.15%	5.71%	5.76%	5.15%
Fees & Points:	.6	.6	.5	.5

### Peanutty Squares

- Prep Time: 15 minutes
- Cooking Time: 5 minutes
- Makes: 36 Squares

- 6 cups Corn Chex or Rice Chex Cereal
- 1/2 cup salted dry roasted peanuts
- 1/2 cup creamy peanut butter
- 4 cups mini-marshmallows
- 4 tbsp. butter

□ Butter square pan, 9x9x2 or 8x8x2 inches. Heat butter and marshmallows in a 3-quart saucepan over medium heat until marshmallows are melted, stirring constantly. Remove from heat. Stir in peanut butter. Gently stir in cereal and peanuts until evenly coated. Press firmly in pan. Cool. Cut into 6 rows by 6 rows. Store loosely covered at room temperature.

(from Betty Crocker)



Web: [www.FlemingProperties.net](http://www.FlemingProperties.net)

Fax: 480-821-8157

The DeeDee & Mike Fleming Team

DeeDee: 480-239-7194

Mike: 480-215-0198

[DeeDee@FlemingProperties.net](mailto:DeeDee@FlemingProperties.net)

[Mike@FlemingProperties.net](mailto:Mike@FlemingProperties.net)