

TRY IT

Listening

Write down five situations where you want to use listening regularly to avoid miscommunication, protect against mistakes and conflict and build better relationships (examples: staff meetings, responding to customer complaints, project kick-offs.):

- 1.
- 2.
- 3.
- 4.
- 5.

In one of those upcoming situations, pick one person—a colleague, employee, customer—and spend five minutes listening to that person talk about their point of view without interrupting. Look for appropriate points to restate and ask curiosity-based questions.

Listening Skills

Paying Attention—Giving the person who is speaking your physical and mental focus.

Inviting—Using verbal and non-verbal signals that encourage the speaker to keep talking or go deeper.

Restating—Summarizing the essence of the speaker's message in your own words, to make sure you've understood and to let him or her know that you've understood.

Questioning—Asking genuine, curiosity-based questions to discover the speaker's thoughts and feelings about the topic he or she is discussing.
