

WHAT GREAT LISTENERS ACTUALLY DO

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1 ASK QUESTIONS THAT PROMOTE DISCOVERY and INSIGHT

TWO WAY DIALOG

CONSTRUCTIVE

2 INTERACTIONS THAT BUILD SELF ESTEEM

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CREATE A SAFE ENVIRONMENT

TO OPENLY DISCUSS ISSUES/DIFFERENCES

3 A CO-OPERATIVE CONVERSATION

FEEDBACK FLOWS IN BOTH DIRECTIONS

CHALLENGE/DISAGREE WITHOUT MAKING OTHER PERSON DEFENSIVE

4 MAKE SUGGESTIONS SKILLFULLY

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THAT OPEN UP ALTERNATIVE PATHS

GOOD LISTENER IS NOT A SPONGE THAT ABSORBS BUT A TRAMPOLINE TO BOUNCE IDEAS OFF!

LEVELS OF LISTENING

- 1** CREATE A SAFE ENVIRONMENT TO DISCUSS
- 2** CLEAR AWAY DISTRACTIONS AND MAKE EYE CONTACT
- 3** UNDERSTAND THE SUBSTANCE ASK QUESTIONS, CONFIRM
- 4** OBSERVE NON-VERBAL CLUES
↳ 80% OF COMMUNICATION
- 5** UNDERSTAND EMOTIONS & FEELINGS ABOUT TOPIC
↳ EMPATHIZE
- 6** HELP OTHER PERSON TO SEE ISSUE IN DIFFERENT LIGHT