

WHY

LISTENING

IS SO IMPORTANT



BE A CURIOUS DETECTIVE

Slow down, listen patiently and stay curious. Use the six gathering questions to allow the teller's story to naturally unfold. Using open ended questions enables the teller to share feelings and the REAL story emerges. When you gather both facts and feelings from the teller, you are truly listening, making them "feel heard" and gain valuable insight.

GATHERING QUESTIONS

- 1. TAKE ME BACK TO THE BEGINNING
- 2. TELL ME MORE
- 3. THEN WHAT HAPPENED?
- 4. HOW DID THAT MAKE YOU FEEL?
- 5. HMM...
- 6. IT SOUNDS LIKE YOU FELT _____?

WHAT ARE YOU DOING WHEN YOU LISTEN EFFECTIVELY?

- GIVING THOUGHTFUL ATTENTION
- BEING CURIOUS
- EMPATHIZING
- LISTENING WITH YOUR EYES



DON'T BE A DEFENSE ATTORNEY

By asking too many or directed questions, you derail the story by interrupting the teller and badger them. It causes the teller to become frustrated taking them off point, and thereby not allowing the natural story to unfold or gain true understanding. Worse yet, they quite often do not "feel felt" and become annoyed because you are not listening well.

INHIBITORS TO LISTENING

- | | |
|---------------------|------------------|
| NEEDING TO BE RIGHT | BEING THE EXPERT |
| MIND READING | WITH ONLY EARS |
| REHEARSING | ADVISING |
| FILTERING | SPARRING |
| JUDGING | PLACATING |



TIPS for LISTENING

1. Figure out what's in it for you to listen well.
2. Listen to understand rather than to respond.
3. Remain quiet.
4. Realize listening is the gift and is enough -- Resist being helpful by advising or providing a solution.
5. Ask open ended questions.
6. Tune into the feelings being expressed.
7. Listen with your eyes--- look for non-verbal communication, body language, voice tone.
8. Reflect what you hear.
9. Gather/look for the insight rather than just the facts.