



## HOW TO GROW AS A LISTENER

Precisely because there is so much "noise" out there, we all must work harder than ever to listen. We associate listening with hearing, but experts point out that it's more of a full-bodied activity. "Good listeners have a physical, mental, and emotional presence, and they know how to integrate all three," says Judith Humphrey, founder of the communications firm the Humphrey Group. It's interesting that the Chinese symbol for listening incorporates the ear, the eyes, and the heart, which also illustrates that face that good listening is a demanding and full body activity.

Before engaging in important conversations, the first question to ask yourself is, **"AM I READY TO LISTEN FULLY?"**

Stay quiet longer. Rather than jumping in with opinions, statements or stories of your own.

Before you speak, use the acronym **WAIT, "Why am I talking?"**

### ASK THESE QUESTIONS TO BE A BETTER LISTENER:

- **Paraphrase** – "Just to be clear, are you saying \_\_\_\_\_?" At key points, repeat back a paraphrase of what you've heard.
- **Mirroring** - repeat a few key words.
- **Can you explain what you mean by that?** This is a classic "clarifying" question used by interviewers to invite people to better explain themselves. Remember, tone is important. Go for curious, not puzzled or antagonistic.
- **I imagine that made you feel \_\_\_\_\_, right?**
- **Echo question** - repeat a key word....like nobody?
- **And what else?** The "AWE" question may be the best way to draw out deeper insights-and keep you in listening mode. Another variation is, tell me more about that. Two caveats, be sure you sincerely ask it. And don't ask it more than 3 times, on the third time maybe ask, is there anything else?

WATCH A 5 MINUTE VIDEO FROM AUTHOR SIMON SINEK ON THE ART OF LISTENING:  
<https://youtu.be/qpnNsSyDw-g?si=MxvNtDvA8hIzQmFk>

