


# WHAT GREAT LISTENERS ACTUALLY DO

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**1** ASK QUESTIONS THAT PROMOTE DISCOVERY and INSIGHT



TWO WAY DIALOG

CONSTRUCTIVE


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



**2** INTERACTIONS THAT BUILD SELF ESTEEM

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CREATE A SAFE ENVIRONMENT



TO OPENLY DISCUSS ISSUES/DIFFERENCES

## LEVELS OF LISTENING

**3** A CO-OPERATIVE CONVERSATION

FEEDBACK FLOWS IN BOTH DIRECTIONS



CHALLENGE/DISAGREE WITHOUT MAKING OTHER PERSON DEFENSIVE

- 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

**4** MAKE SUGGESTIONS SKILLFULLY

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THAT OPEN UP ALTERNATIVE PATHS

