

Listening Blocks

Mind Reading

Assuming you know what the other person feels

Rehearsing

Planning what you want to say next

Filtering

Listening only for what's relevant to you

Judging

Evaluating the speaker and what they say

Daydreaming

Getting lost in your own thoughts

Identifying

Relating everything you hear in yourself

Advising

Listening to solve or direct

Sparring

Invalidating the speaker through argument or debate

Being Right

Resisting all communication that suggests you are wrong

Derailing

Changing the subject

Comparing

Trying to figure out how you compare to the speaker (e.g., who is better or does more)

Placating

Agreeing too quickly



Tips for being a great listener

Stay connected

To the person/s and your focus for the conversation.

Get comfortable with silence

Allow for space. Don't interrupt. Give others space to think.

Be curious

Bring a playful, learning lens to your conversations. What would you be delighted to know? Follow your curiosity.

Confirm your understanding

Restate what you heard and ask "Did I get that right?"

Eliminate your listening blocks

Seek to create conditions that will allow for optimal listening.

“

Good listeners have a huge advantage... they make people 'feel' heard. They 'feel' that someone really understands their wants, needs and desires. And for good reason; a good listener does care to understand.”

– SIMON SINEK

