

Listen Deeply Summary

Listen deeply is a critical leadership skill that will help you to be present and open to the other person so that you may better understand their story, perspectives, and feelings.

Strategies	Description
Quiet Your Mind and Open Your Heart	• Take 5 deep breaths to relax and quiet the noise of the day before the conversation. • During the conversation, quiet the conversation in your head while you listen by staying curious and focused on understanding. • Focus on what the person is saying/not saying in that moment, not what you are thinking or how you will respond.
Talk Less, Listen More	• It is hard to listen when you are the one talking. • Strive for 80% listening, and 20% talking, especially in coaching conversations.
Silence Your Judge	• Silence judgment of the other person and yourself so that you may create a safe space to build a trusting partnership. • Do NOT listen to fix, find fault, or feel superior. • Use deep breathing to shift from your judge be open, curious, and empathetic.