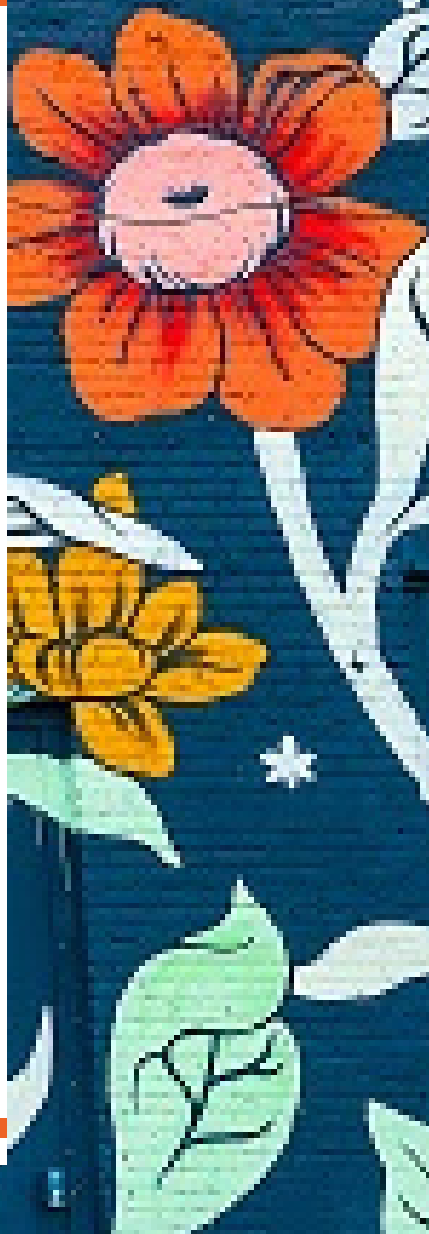


YEAR OF VALUES

WE LEARN & WE SHARE

PROVOCATION NO. 6



Wisdom

is the reward you get
for a lifetime of
listening when you'd
have preferred to talk.

- Doug Larson -



Have you ever walked away from a conversation and completely forgotten what was said?

Have you ever been so focused on adding to the conversation that you missed the main point the speaker was trying to convey?

Listening is an important skill to have...

Because...

when we make an effort to listen to what others have to say, we build trust and rapport.

For many of us, listening is a skill that can be improved upon.

As we build our listening skills, we also build our ability to influence, persuade, and negotiate.

Here are a few ways we can all become better listeners.

1. *Be fully present*

Make an effort to put away distractions such as phones and computers. If you don't have the time to give someone your undivided attention, schedule a time to meet when you can be more present.

2. Notice nonverbals

People often express themselves through facial expressions and body language. Pick up on these cues to get a full picture of what is being said.

3. Practice empathy

We don't always agree or have an interest in what the other person is saying; however, it is important to make an effort to understand where they are coming from and why. They will appreciate you allowing them to be heard.

4. *Reflect and clarify key points*

Let the person know that you heard them by mentioning the key points you heard them say and asking them to clarify anything you did not understand.

5. Practice active listening

We are often thinking of what WE want to say next in a conversation. Resist the urge to interrupt or form your response while the other person is talking.

6. *Stay curious and open- minded*

When we allow ourselves to listen fully, our conversations can offer us new perspectives on things and provide learning opportunities.