

Leadership – Actively Listen

- » Truly listening doesn't mean not talking while others talk
 - » Many are just waiting for their turn to talk
 - » Actively listening are involved in a discussion
- » Active listeners seek to understand by combining all messages being sent through: words, tone & gestures
- » Active listeners: clarify, summarize, provide confirmation of interest
- » To be an active listener, be engaged with the person you are talking with... that means NO electronic devices or other distractions.
- » Listen much more than you talk and look for understanding first before expressing your point of view