

HOW RESPONSIVELY DO YOU LISTEN?

(Source: *People Power*, by John R. Noe)

You know you're a responsive listener when:

1. You'd rather listen than talk.
2. Others comment that you're easy to talk to.
3. You listen openly to all people regardless of their status, gender or race.
4. You gladly put away whatever you're doing while someone else is talking.
5. You find it easy to look the speaker straight in the eye.
6. You find it easy to ignore distractions while you're listening.
7. You get your whole body involved: you smile, nod your head, gesture, etc.
8. You don't allow yourself to think faster than the person is talking.
9. You search for the meanings behind the words by asking questions, by restating what you think you've heard, and by watching the person's expression.
10. You gladly avoid interrupting but graciously yield to being interrupted.
11. You keep probing when there is any doubt about what the person means.
12. You listen equally well to a compliment or a complaint, regardless of tone of voice.
13. You listen fully to the person's explanation before you form an opinion about the ideas he or she has expressed.
14. You make notes, especially when the person talks fast.
15. You find it easy to say, "Tell me more."
16. You readily identify with the person's feelings and motives and you're sympathetic, even if you disagree.
17. You readily acknowledge that what seems trivial to you may seem vital to the other.
18. You willingly change your opinions when given valid reasons.
19. You don't squelch the freedom of choice of others but willingly help them express what they feel, explore their options, and suggest new ideas they might consider.
20. People cooperate readily with you because they feel you value them, respect their opinions (even if you disagree), and understand their motives.

LEADERS AS LISTENERS

The value to the leader:

- Acquires respect and trust.
- Gains and maintain attention.
- Develops rapport.
- Promotes focus on needs.

The value to the member:

- Feels accepted and understood.
- Builds self-worth.
- Develops self-confidence.
- Recognizes assistance.

LEADERS AS TEACHERS

Some things to keep in mind:

- Everyone has value.
- No one makes mistakes on purpose
- Everyone can improve.
- Compliments are great motivators.
- Praise first and then correct.
- Give immediate feedback.
- To teach, learners are needed!
- Heed room setup and atmosphere.
- Be prepared.
- Show you care.
- Acknowledge and honor effort.

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