

What Great Listeners Actually Do

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Listeners:

LEVEL 1

Create a safe environment so difficult & complex issues can be discussed openly.

LEVEL 2

Clears away all distractions, laptops, phones & focusses full attention on the speaker.

LEVEL 3

Seeks to understand the substance of what the other person is saying & asks appropriate questions.

LEVEL 4

Observes non-verbal cues such as facial expressions, respiratory rates, gestures & posture in order to look for deep meaning.

LEVEL 5

Understands the speaker's feelings & emotions about the topic, identifies & acknowledges them.

LEVEL 6

Asks questions that clarify assumptions & helps others to see the issues in a new light.

Decide what level of listening the conversation requires. Each level builds on the previous one.

Good Listeners:

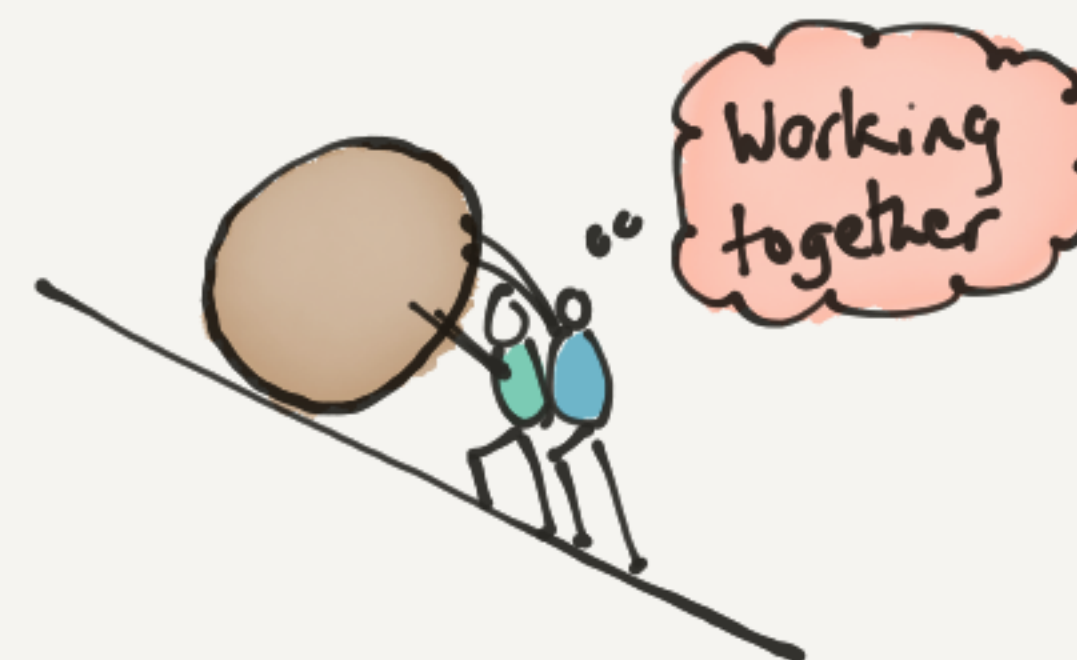
Periodically ask questions that promote discovery & insight.



Build up the speaker's self esteem & create a safe & supportive environment.



Take part in a 'co-operative conversation' where the listener aims to help not compete.



Skilfully makes suggestions through feedback in order to help the speaker gain a new understanding.

