



Facing Challenges Well

Listening Well

- The Reason to Listen: Trust and Connection
 - You cannot help, lead, correct, influence or bond with someone if they do not feel understood

 - The Goal: not just to understand, but that they understand that you understand

 - Great Leaders Listening Tour
 - SEEN OVER AND OVER IN MY WORK....

- The Contexts
 - Personal

 - Business

- The Costs of Not Listening

- The Barriers

- The Skills of Listening
 - Intent to Understand

 - Full attention----lean in with everything----eye contact---nods

 - Separateness

 - Manage Reactivity....Shut Up and Silence

 - Empathy, Empathy, Empathy

 - Communicating Feeling and Content and Consequences

