

LISTENING BOOT CAMP W/ HOW TO STEPS

If you want a better answer ask a better question, then listen fully! REMEMBER not to “pepper” people with questions, that is just as unproductive as asking no questions at all. Masterful listening is the one leadership trait that can change everything - It truly is the silver bullet! Like a great tennis match where you volley, then they volley back, the longer this goes on, the richer the tennis. What’s good for tennis is also good for conversation and dialogue. I challenge you to set a goal for yourself to *actively listen* (with the tools below) to one other person each day for 14 days. Then measure your return on investment (R.O.I.).

1. METHODOLOGY - ACTIVE LISTENING use the (JUST A.S.K. CARD) or the backside of this sheet.

- a. LEVEL I: Passive listening focuses on what it means to US.
- b. LEVEL II: Active listening focuses on what’s being said and what it means to the OTHER person.
- c. LEVEL III: Expands level II to include body language, emotions, tone of voice and environment.

2. BASIC QUESTIONS - ACTIVE LISTENING

- a. Tell me about that? (Develops dialogue)
- b. Tell me more about that? (Deepens dialogue)

3. ADVANCED QUESTIONS - ACTIVE LISTENING Below is a recap of 7 powerful questions for conversation

1. Ask, “What’s top of mind for you right now?” Then LISTEN fully. If you can’t do this you may need medication! Persevere - develop this weak muscle. You can do this!
2. Ask, “What are you clear on right now?”
3. “What are your expectations for this meeting? For this event? For the next hour?” Etc. Remember to listen fully...
4. “If I could only do one thing to help you right now what would it be?”
5. “What is your greatest personal challenge right now (professionally or personally)?“ Or, “What’s causing you the most tension right now?”
6. “What’s made you smile lately?”
7. Kick it up a notch, after 5 minutes or so of them talking, say... “Tell me more!” (and mean it!) After they pick themselves up off the floor, make sure you listen fully.

Conversation suggestions...

To safeguard yourself, you can always say, “hey I’m not the best at listening, but I have 5 minutes, so lay it on me.” Then after five minutes or so ask them, “so, what do you think your next step will be to solve your top of mind issue?” Let them know your 5-minute listening span has expired <smile> and for the sake of not being rude, you tell them you need to change subjects.

The power is in the question: for example, the question “what do you think your next step is with _____?” (from the top of mind question above or any other question you used) is in a sense, sticking the landing, then make sure to follow-up tomorrow or next week with, “Hey how is that _____ going? Is there anything I can do to help? See the leadership MATRIX for a tracking system. This is inspecting what’s expected. Also, praise them when they hit the bull’s eye, because “What’s rewarded is repeated!”

4. BONUS - ACTIVE LISTENING

Create your own list of powerful questions. Make sure they are open ended (tell me about the sales call), not close ended (did you get the sale?). Never ask a question that can be answered with a yes or a no answer. It does not create dialogue or conversation as well as open-ended questions do.

Press on toward becoming the leader you were meant to be!

JUST A.S.K. CARD - Powerful Questions

highcapacityleaders.com

LEVEL I: Ask a powerful question

LEVEL II: Shut-up and listen-up

LEVEL III: Keep asking questions (versus talking)

Power Questions:

1. "Tell me about _____?" (This develops dialogue)
2. "Tell me more about _____?" (This deepens dialogue)
3. "What do you want?" (This reveals their priorities)

"YOU CAN GET EVERYTHING IN LIFE YOU WANT IF YOU HELP ENOUGH OTHER PEOPLE GET WHAT THEY WANT."

- Zig Ziglar

"THE FIRST AND MOST NECESSARY SKILL OF A LEADER IS TO MASTER THE ART OF LISTENING."

- Peter Drucker

"I'VE NEVER LEARNED ANYTHING WITH MY MOUTH OPEN."

- Larry King