

Generous listening

TOOL 13

Generous listening means listening to understand and not listening to reply. Too often, our thoughts go to formulating our response rather than listening with intention. When you get this right, you build trust in that relationship.

HOW TO MAKE LISTENING VALUABLE

Answer the following questions in your own mind,

- “What aspects of the speaker's message most interests them?”
- “What aspects most interests me?”
- “What is the main theme(s) of their message?”
- “What are the key takeaways from the speaker’s message?”



PEPSICO

People have very definitive ways of expressing themselves and will convey much with their choice of language.

The hardest skill of all is listening.



**VOICE
OPINIONS
FEARLESSLY**

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TIPS FOR LISTENING FULLY

Limit distractions whenever possible to improve your focus and demonstrate that what they have to say is important

Maintain eye contact

Lean in towards the other person with the intention of really hearing them

Ask open ended questions that show engagement and listening



Great video
about listening



Generous listening

The three levels of listening

LEVEL

1

GLOBAL LISTENING

A coach that puts in the effort will be able to listen to the context, see the non-verbal cues and also hear what is not being said. On this level the coach is empathetic and fully present.

LEVEL

2

FOCUSED LISTENING

On level 2, a manager becomes a coach. With a bit of concentration, the coach focuses on listening attentively, listening for understanding and finding the right open questions to ask.

LEVEL

3

INTERNAL LISTENING

If a manager is distracted it is easy to listen just to respond. On this level there is no real communication. The manager is tuned out. There is no concentration and no effort.