



Listening Leader Behaviors

Make a commitment to improve your listening skills in the next six months. To model effective listening with others:

1. Work on at least one listening skill that improves how you ask for and receive feedback.
2. Share examples of the benefits you've experienced from better listening at work and/or at home.
3. Turn away from your computer and/or put away your phone when an employee comes to a meeting.
4. Encourage open discussion and debate during team meetings.
5. Schedule regular listening sessions with your team.
6. Engage employees both one-to-one and in teams so that they feel understood and heard.
7. Physically move distracting items from your line of sight when interacting with others.
8. Allocate a "listening update" segment in meetings to hear about topics that were not included on the agenda.
9. Ask clarification questions to reduce listening misunderstandings and mistakes.
10. Identify signs that an employee is experiencing information overload and ask to schedule another time to talk.
11. Notice when you and/or employees are distracted and proactively eliminate the distractions.
12. Occasionally schedule "no technology" meetings to encourage open discussion.
13. Adapt your communication to the listener preferences of others.