Build a Team Listening Culture: Ten Signs of Silence

Test your listening and feedback culture and ask yourself the questions below.

When was the last time that...

1. You asked for input during a meeting and team members spoke up (rather than avoid eye contact or give a blank expression)?

2. Someone on your team disagreed with you in a group setting or town hall meeting?

3. You asked for alternative points of view on a topic or decision you were about to make?

4. Someone on your team gave a warning about a problem or issue?

5. A team member admitted a mistake he or she made to other members of the team?

6. You invited someone on your team to assume the role of "Angel's Advocate" to express an alternative, positive point of view about a proposed idea that was being shot down?

7. You received input from *all* members of your team?

8. You invited someone from a collaborating department/function to attend a meeting to express what was not working and/or what could work better for them?

9. Someone courageously suggested an idea or solution different from one expressed by the majority of team members?

10. You admitted your own mistake, its impact—and what you will do differently next time?

Consider your answers.

- What patterns do you see?

- How might you unintentionally be reinforcing and/or encouraging silence from your team?

- What steps might you take to encourage listening and learning from each other?