

## NOTICE HOW YOU LISTEN

- Listening for opportunities to sound intelligent
- Listening for a chance to seem funny
- Listening for how you can sound important
- Listening to get information you want
- Listening to external distractions such as other noises, music, etc.
- Listening for what's going on with the other person
- Listening to your own thoughts and not listening at all
- Listening to see how you can help
- Listening to understand the problem
- Listening for how you can benefit

David Rock, *The Quiet Leadership*

<b>LISTENING MODES</b>	
<p style="text-align: center;"><b>COMMITTED</b></p> <p>We are actively curious and listen for how the other person's story differs from our own; we are able to detect the differences and seek to confirm how we are similar or different</p>	<p style="text-align: center;"><b>MINDFUL</b></p> <p>We recognize that the other person is different from us; we are able to appreciate that their perspective and concerns may be different from our own.</p>
<p style="text-align: center;"><b>APPRECIATIVE</b></p> <p>We actively listen "into" the other person's story, are able to detect the underlying mental models and are able to listen for new possibilities</p>	<p style="text-align: center;"><b>HABITUAL</b></p> <p>We listen from inside our own story; little or no awareness that the other's story may be different from our own.</p>
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