
Listening & Feedback

“Seek first to understand, then to
be understood”
~Stephen Covey



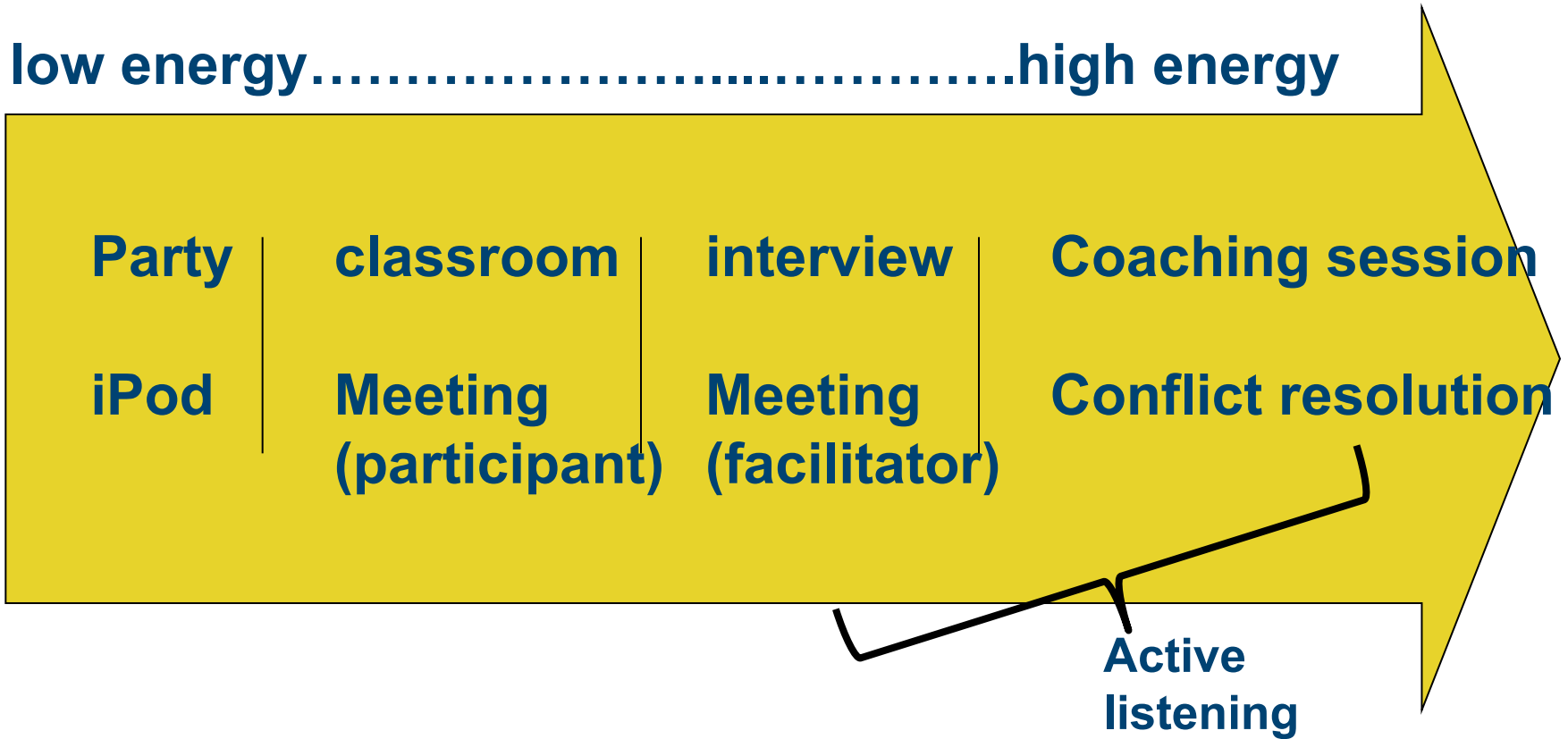
Goals for today

- Know listening and feedback tools
- Be aware of moods and styles
- Have more confidence in your conversations
- Increase your ability to engage an audience



Listening can require significant energy

low energy.....high energy



Think about how you listen



At a meeting, how attentive do you look?



When facilitating a meeting, do you encourage participation or keep your eye on the clock?



In a dispute, do you focus on making your point or on understanding the issue?

We can break down listening into parts



Attending

- Posture of involvement
- Eye contact
- Suitable environment



Encouraging

- Door openers
- Minimal encouragers
- Silence and infrequent questions



Reflecting

- Paraphrasing
- Closing comments

Identify your favorite door closers

Offering Judgments

1. Criticizing the speaker
2. Praising the speaker
3. Labeling the person or the problem

Sending Solutions

4. Offering unsolicited advice
5. Excessive questioning

Avoiding Concerns

1. Diverting content to a new topic
2. Using logic to deflate the issue
3. Using reassurance to deflate the issue



Goals for today

- Active Listening
- Giving and receiving feedback



Understand good feedback

Specific and descriptive

About behavior that can be changed

Yours – own it

Timed appropriately

Habitually two-way

Incremental

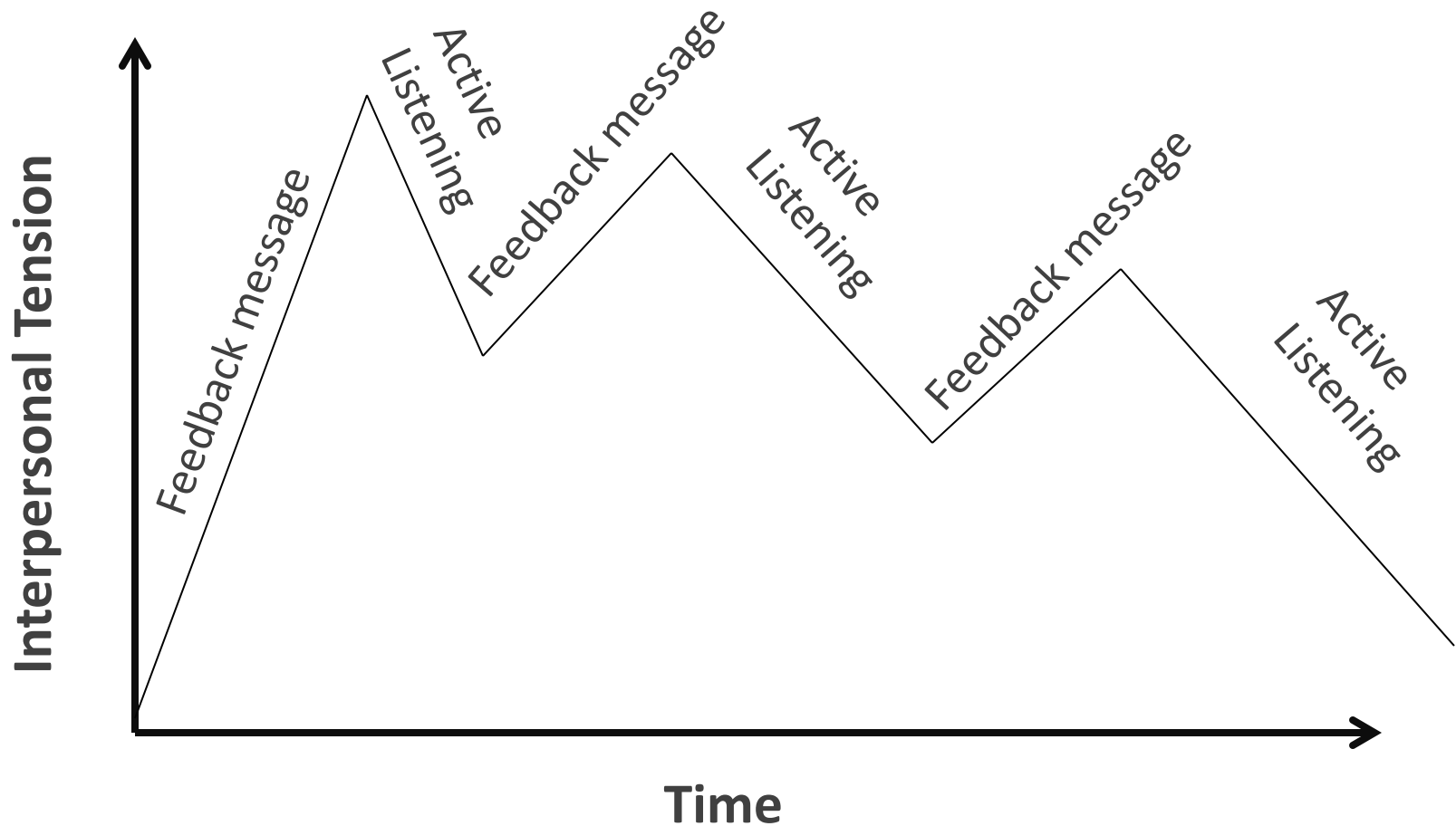
Supportive, as well as constructive



Use a three-part message

1. “When you...”	Objectively describe the behavior
2. “...I feel/am...”	Articulate your response
3. “...because...”	Explain impact of behavior

Deliver your message, then listen



Receive feedback constructively

	Known to you	Unknown to you
Known to others	OPEN SELF	BLIND SELF
Unknown To others	HIDDEN SELF	UNKNOWN SELF

Giving energy to interaction pays off

- You can control this process
- You can engage an audience
- Mood and style impact outcome



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