



BECOME A BETTER LISTENER

A Workshop for Those with Direct Reports

One of the most common affirmations people give about the leaders they have admired the most...is that they were "good listeners." Conversely, one of the most common reasons people become dissatisfied with their jobs is because they don't feel they are being listened to.

LISTENING MATTERS.

Good listening not only increases the likelihood that you will be aware of problems or successes in a timely way, it will also go a long way toward communicating value to your employees. And that is worth its weight in gold.

Good listening requires intention. You can't "accidentally" listen well. This workshop focuses on techniques that will help you listen for the "content" and the "feelings" in what is being communicated to you. This half-day workshop will involve multiple opportunities to practice "active listening" in such a way that your direct reports will not simply know that you have "heard their voice," but that they have been "heard and understood." The point is not to agree with whatever it is they are saying. Sometimes, you just won't. The point is to listen at a deep enough level that whether you agree or disagree, it is from a place of full understanding. And that's a much better starting point!

“ I see ways to improve the way we do things, but my manager won't listen to me . . .

Whenever I express my concerns, they seem to go in one ear and out the other . . .

When I try to talk to my boss, it's like she's just waiting for me to finish so she can speak. ”

TO SCHEDULE A WORKSHOP

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