

# Leadership Effectiveness

**As a Leader, there are only four things that you do**

1. Ask
2. Say
3. Listen
4. Acknowledge

**The strength of a chain = to the strength of its weakest link.** Strengthen the weakest link to strengthen the chain.

**Research shows that, for most Leaders, Listening is the weakest link.** In fact, most human beings have not developed their Listening Skill.

**This is a brilliant opportunity. In the midst of people who do not listen, if you develop your listening skills, you gain enormous advantage** and your Leadership Effectiveness begins to rise at a significant pace, allowing you to:

- better understand situations and what people expect of you
- build rapport with colleagues and clients
- empathize and demonstrate support for others
- create and lead teams more effectively
- resolve problems with customers and colleagues
- answer questions accurately
- uncover the true meaning of what others are saying

Space for your observations


# Enter Listening Zone

## Of an Active Listener

### Follow these rules to slip into the Listening Zone

- **Maintain Eye Contact:** When you are looking someone in the eye, you have no choice but to pay attention.
- **Don't Interrupt the Speaker:** Save your questions and comments until the speaker finishes talking and you are able to digest his or her words.
- **Sit Still:** Fidgeting makes you be and look bored.
- **Appropriately Nod Your Head:** This indicates that you are taking in the information he or she is conveying.
- **Be Attentive to Non-Verbal Cues:** Paying attention to what the speaker doesn't say is as important as being attentive to his or her words. Look for non-verbal cues such as facial expressions and posture to get the full gist of what information the speaker is conveying.
- **Lean Toward the Speaker:** Start getting very engaged.
- **Repeat and Ask Appropriate Questions:** Once the speaker has finished talking, repeat what you heard to confirm for accuracy. This is also a good time to ask appropriate questions.

Space for your observations


# Stay In The Listening Zone

## Avoid Barriers to Listening

### Beware of these typical slippages that will move you out of the Listening Zone

- your own biases or prejudices
- can't understand the speaker because of a foreign accent
- inability to hear because of background noise
- worry, fear, or anger; and
- a short attention span

If you are faced with any of these roadblocks, try your best to overcome it.

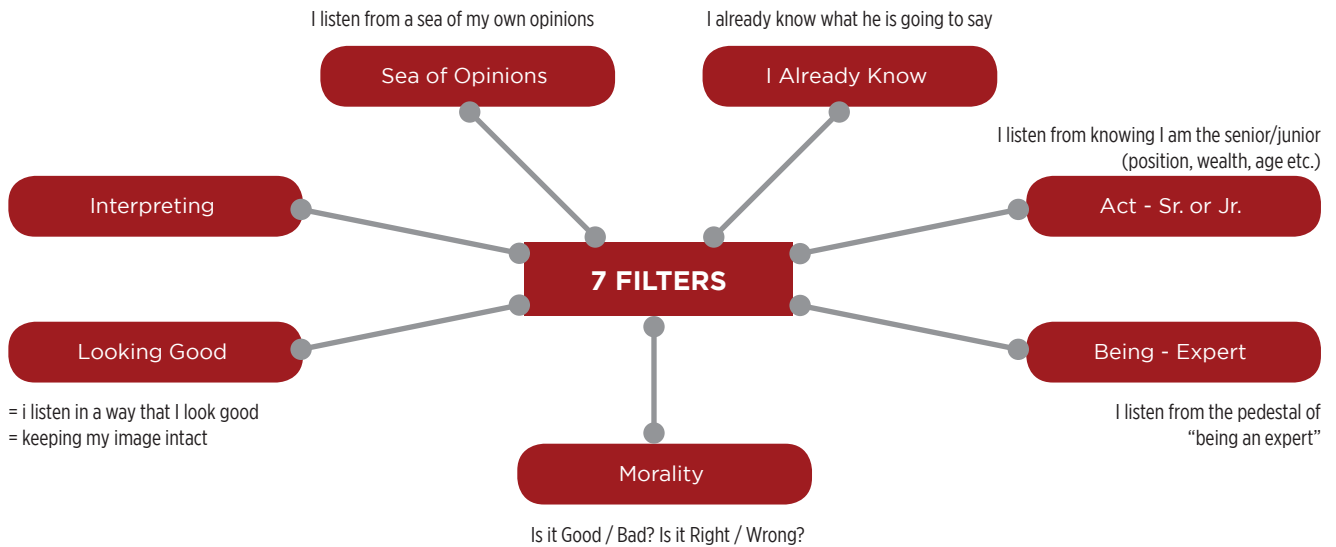
For example, if you are having trouble understanding a speaker because of a heavy accent, you can ask him or her to speak more slowly. If background noise is a problem, ask to move to a quieter place.

It will take much more effort to conquer your own biases or prejudices but being aware of them is a good place to start.

Space for your observations


# Stay In The Listening Zone

## Avoid Barriers to Listening



- 1. ALREADY / ALWAYS** - I already know what he is going to say, and it is always the same
- 2. SENIOR / JUNIOR ACT** - I listen from knowing I am the 'senior or junior' (position, wealth, age etc.)
- 3. BEING EXPERT** - I listen from the pedestal of 'being the expert'
- 4. JUDGING** - I listen from judging - Is it 'Good/Bad?' or Is it 'Right/ Wrong?'
- 5. LOOKING GOOD** - I listen in a way that I look good = keeping my image intact
- 6. INTERPRETING** - I am busy interpreting - 'What does this 'mean' - Always searching for meanings
- 7. SEA OF OPINIONS** - I listen from my 'Sea of Opinions' - which are like self-launching rockets

Space for your observations


# 7 Deadly Filters Of Listening

Rate how true each statement is for you - 10 = True and 1 = Not True

ALREADY / ALWAYS - I already know what he is going to say, and it is always the same											
True											Not True

SENIOR / JUNIOR ACT - I listen from knowing I am the 'senior or junior' (position, wealth, age etc.)											
True											Not True

BEING EXPERT - I listen from the pedestal of 'being the expert'											
True											Not True

JUDGING - I listen from judging - Is it 'Good/Bad?' or Is it 'Right/ Wrong?'											
True											Not True

LOOKING GOOD - I listen in a way that I look good = keeping my image intact											
True											Not True

INTERPRETING - I am busy interpreting - 'What does this 'mean' - Always searching for meanings											
True											Not True

SEA OF OPINIONS - I listen from my 'Sea of Opinions' - which are like self-launching rockets											
True											Not True

***The bad news is that to be human is to listen from these filters.  
The good news is that we can improve.***

# 7 Deadly Filters Of Listening

Which of these filters will you focus on over the next 30 to 90 days

FILTER	ACTION PLAN FOR NEXT 30 TO 90 DAYS
Already / Always	
Senior / Junior Act	
Being Expert	
Judging - Right/ Wrong?	
Looking Good	
Interpreting - Means?	
Sea of Opinions	