

ACTIVE LISTENING

By Everett Bowes

EYES

“Listen with your eyes as well as your ears.” - Graham Speechley

Most of us can recall moments in our lives when our parents said, “look at me when I’m talking to you.” As an adolescent you probably responded defiantly, saying, “I am listening!” Now that we are parents we understand this better: when kids aren’t _____, they aren’t _____. This same principle applies to everyone, not just kids.

Though it’s common to think that we listen with our ears, _____ is the key indicator people look for when determining if someone is listening.

Yet, think about how many meetings we participate in (either one-on-one, or in groups), where eye contact is not established. Often eyes are glued to computer screens, tablets, smartphones, handouts, etc. Or maybe instead of eyes being glued to devices eyes are wandering the room, looking out the windows, or watching every person that walks by...

Did you know almost everybody gauges how well people are listening by how much their audience _____ with them?

_____ is the #1 way people feel they are being heard.

In business the concept of being a great listener is vital for so many reasons, one of which is that your ability to listen is an indicator of your ability to _____.

Years ago I saw a pattern in all of the best leaders I know: I realized Leaders are _____.

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EYES (CONTINUED)

I love the quote by Miggy Villas that says

“If you are a good leader, you are a good listener.”

Another great quote is

“As we look ahead into the future, leaders will be those who serve others, actively listen, and daily empower.” - Farshad Asl

So, if you want to increase your perception as a leader practice great listening...

One of the strongest ways to do so is to let your _____ serve as a reflection of your interest and focus.