

Effective Listening

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Action Plan

Listening Focus

Rank each focus area in order of your strengths: 1 = Strongest, 5 = Weakest.

2 _____ Recalling the details

2 _____ Understanding the big picture

1 _____ Evaluating the content

1 _____ Attending to subtle cues

2 _____ Empathize

Listening Challenges

Note the strategies you can use to overcome each of the listening challenges.

Challenge	Training Strategy
Mental filters	Trying to focus and avoid distractions
Multitasking	Prioritising and follow-up things
Distraction by delivery	This is my main concern and assigning time-table has helped me a lot
Information overload	Filter what is needed
Inappropriate response	Most of the times first thing is inappropriate answer, later comes required answer

Effective Listening Behaviors

Write down ways you can practice each effective listening behavior.

Clarifying your role _____ *As a team lead/manager I should be clear and crisp*

Using attentive nonverbals _____ *To keep interactive session*

Welcoming silence _____ *Silence is key, always Manager needs to break ICE*

Paraphrasing _____ *Make things clear first I need to listen and understand*

Clarifying Mirroring and matching _____ *Understand and deliver needs*