

Supercharge Your Communication Skills

with Simon Sinek and Andrea Garfield



Active Listening Takeaways & Exercises

- 1 The better you are at listening, the smoother your interactions will go.
- 2 **Labeling** your emotions as specifically as possible can make them more manageable.
- 3 When we pretend we don't have emotions at work, work gets worse.
- 4 When listening, you have to notice your own **thoughts, behaviors,** and **sensations.**
- 5 Every time you notice your own thoughts, feelings, or sensations you are taking some of its power away.
- 6 If you feel yourself getting triggered or upset, take a slow deep breath and start to **notice** the feelings and sensations happening in your **body.**
- 7 When we notice and start to understand our patterns of thought and emotion, we become more in control.
- 8 As a practice to help notice what's happening inside you, once or twice a day write down what you are thinking and feeling in that moment.
- 9 It's better to delay a conversation than to have a bad conversation where someone doesn't feel listened to.
- 10 Be **curious,** not judgemental.

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Active Listening Takeaways & Exercises Cont'd

- 11 Reflect on an interaction and write down 20 responses to the question "I wonder what was going on for this other person during our interaction?"
- 12 If appropriate at the moment, **take literal notes** on the other party's complaints.
- 13 Ask a lot of questions. Be curious and remember: nobody who is upset says everything perfectly the first time.
- 14 A useful phrase to use is: "If I were you, I would have felt the same way."
- 15 Always listen for the **emotions**. Facts are secondary and can be discussed more later.
- 16 Listen to what people aren't saying. We all only share a small piece of our thoughts and emotions, especially at work.
- 17 So much of what's happening at work is emotional. To ignore the emotional is to be left in the dark.
- 18 **Trust** happens when you see people and when they see you.
- 19 In meetings, **pay attention** to who is speaking too much and who is speaking too little.
- 20 Self-awareness helps with situational awareness. When you're aware of what's happening inside you, it's easier to be aware of what's happening around you.