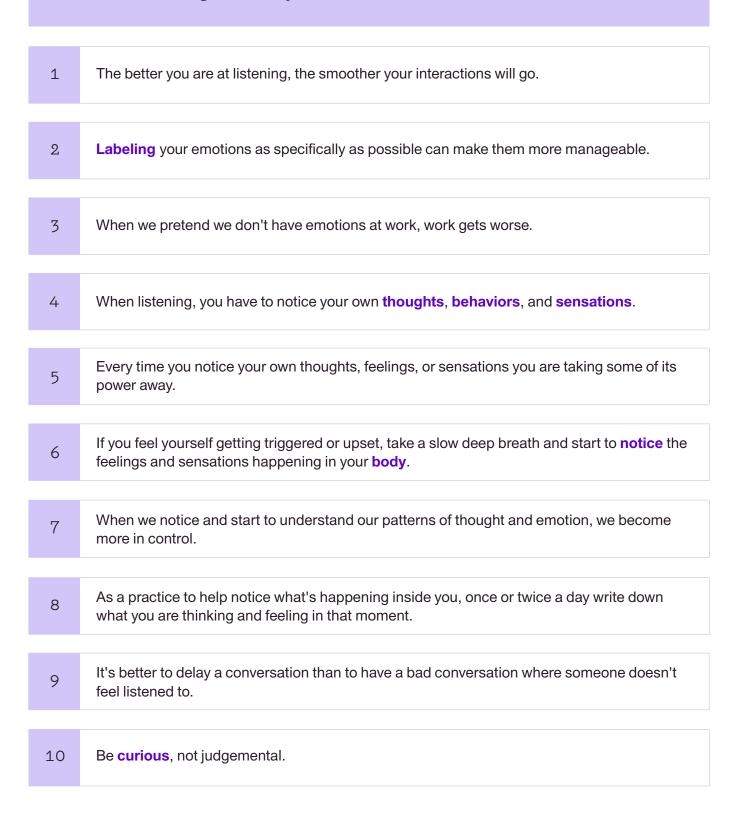
Supercharge Your Communication Skills with Simon Sinek and Andrea Garfield



Active Listening Takeaways & Exercises



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Active Listening Takeaways & Exercises Cont'd

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