

Deeper Listening

Conventional

Can be spontaneous but brief

Begin with a simple yet authentic observation

Intention to recognize the individual behind the veil

Where appropriate, ask for follow-up

Deeper Listening

Then I expand

Then I expand

consciously open this space

Skills

1. No QA
2. Don't need to "solve" their problem
3. Let them unravel their story
4. Very active listening
5. Suspend judgment
6. Block praise or fixes
7. Patience - Master the **Time Tyrant**
8. Block distractions