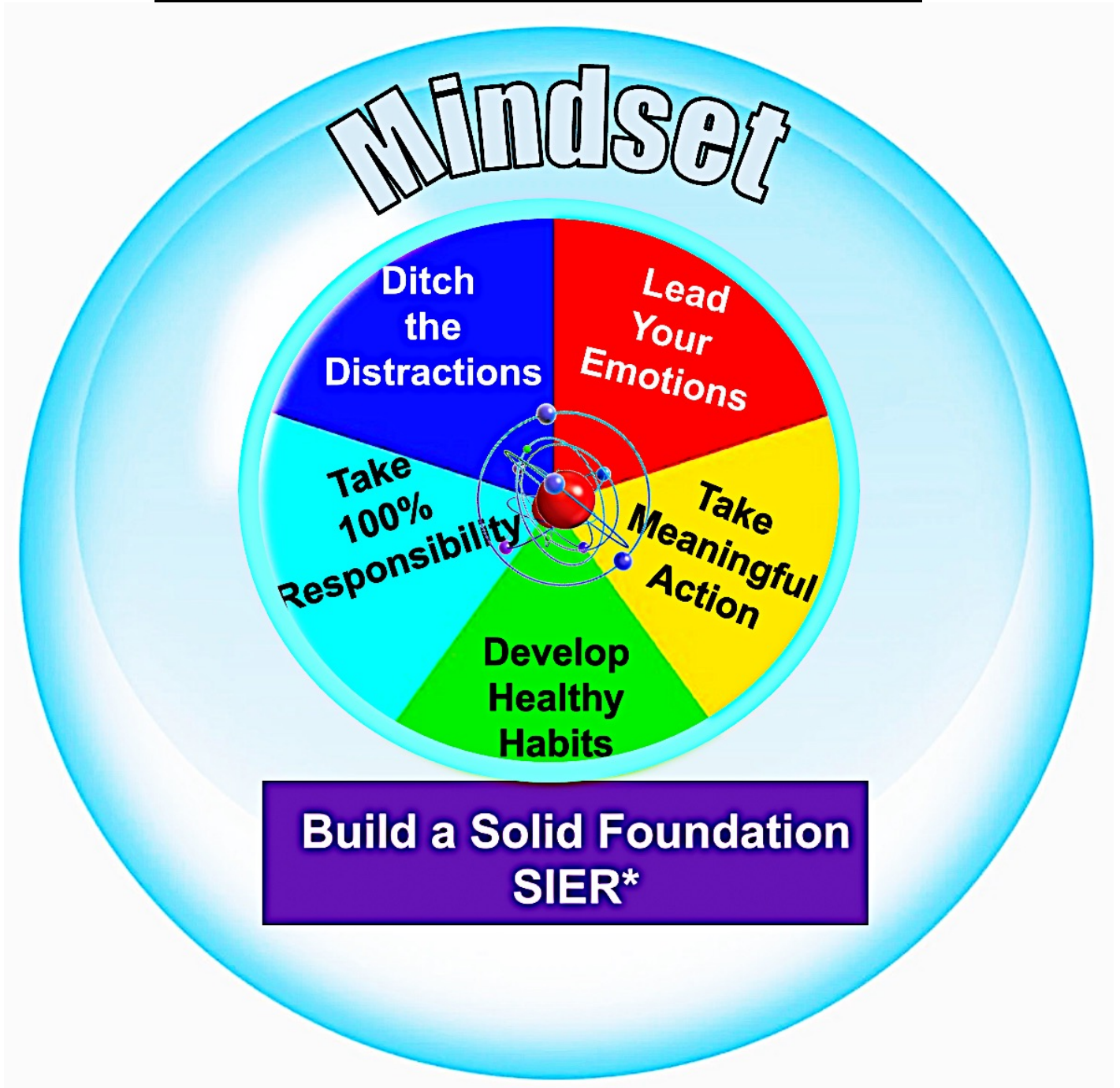
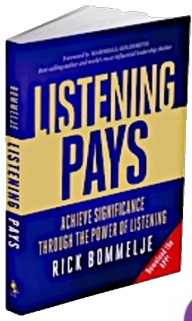


LISTENING PAYS SYSTEM 2.0





BUILD A SOLID FOUNDATION

Listening = SIER*

SENSE

- Use all of your senses to take in the message: hear it, see it, smell it, taste it, touch it.
- Recognize not only what people say, but how they say it and show it.

INTERPRET

- Withhold judgement until your understanding is complete.
- Encourage the speaker to keep speaking.
- Clarify your understanding of the message (ask questions, repeat back in your own words, summarize and check for agreement).

EVALUATE

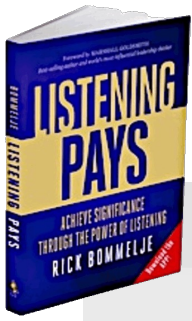
- Test the message against the evidence available.
- Probe with follow-up questions to deepen understanding.
- Identify if the message is a fact, an opinion, or a prediction.
- Take time to discern, to be confident that you have intentionally evaluated.
- Decide your response.

RESPOND

- Recognize that how you respond is not only what you say, but how you say it and show it.
- Before responding, ask yourself: "Will my response add value?" (If the answer is no, adjust what you say or show.)
- Take care to respond rather than react.
- Share your response with conscious intent.

**If you choose to bring information into long term memory, consciously move it through each stage in the process.*

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BUILD A SOLID FOUNDATION

Time Opportunities to Apply SIER*

SIER* can be applied to your interactions in various ways.



In the **FUTURE:**

Use SIER* to plan and develop your approach to important interactions.



In the **PRESENT:**

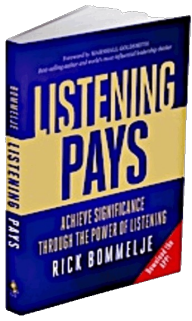
Use SIER* to apply and deliver effective listening skills to be more effective in the moment.



In the **PAST:**

Use SIER* to debrief your effectiveness and to diagnose communication problems.

Adapted from *Listening Leaders* by
Dr. Lyman K. Steil & Dr. Richard K. Bommelje

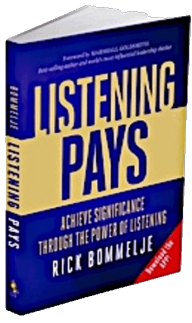


BUILD A SOLID FOUNDATION

Daily Listening Scorecard

Throughout the day, record the number of times you violate *SIER** by engaging in the following behaviors.

		Number of Instances
SENSE	1. Stopped making eye contact with the speaker	_____
	2. Asked someone to repeat himself/herself because I was not focusing	_____
INTERPRET	3. Misunderstood the meaning of someone's message	_____
	4. Let my mind wander while someone was speaking	_____
EVALUATE	5. Jumped to a conclusion about what someone was going to say	_____
	6. Let my personal judgments crowd out the speaker's message	_____
RESPOND	7. Interrupted someone or changed the subject in the middle of the conversation	_____
	8. Reacted emotionally to what someone was saying before they finished	_____
MEMORY	9. Forgot important information (such as a person's name) while communicating with someone	_____



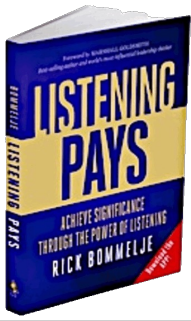
BUILD A SOLID FOUNDATION

Weekly Listening Scorecard

Track your progress and raise awareness of your negative listening behaviors.

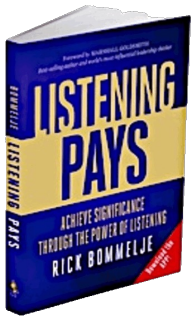
Throughout the week, transfer scores from your daily listening scorecards to record the number of times you exhibit the following behaviors.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Stopped eye contact							
Asked for repeat							
Misunderstood							
Mind wandered							
Jumped to conclusion							
Let judgement crowd out message							
Interrupted							
Reacted emotionally							
Forgot important information							



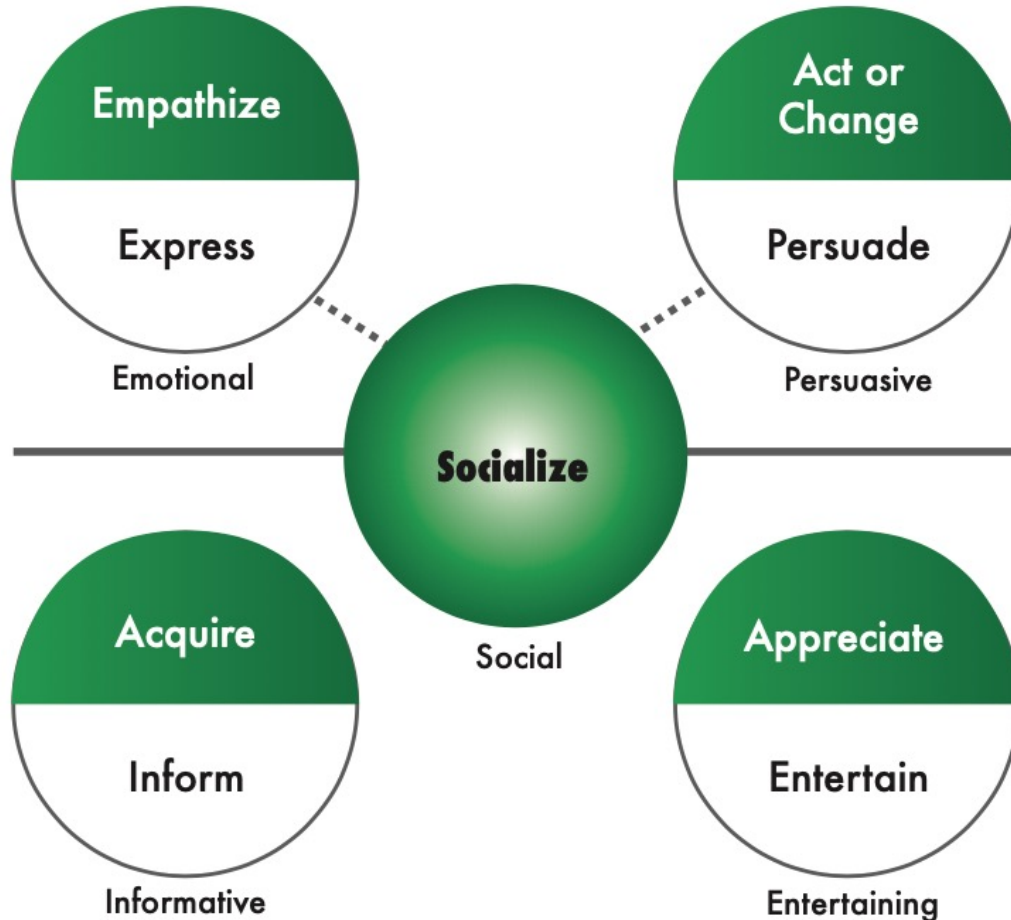
DEVELOP HEALTHY HABITS

- 1. Find Something of interest**
- 2. Content First, Delivery Second**
- 3. Withhold judgement**
- 4. Focus on the main idea**
- 5. Take notes (written and mental)**
- 6. Pay careful attention**
- 7. Control or minimize distractions**
- 8. Exercise your listening muscle**
- 9. Don't let your biases get in the way of understanding**
- 10. Close the gap between listening speed and speaking speed**



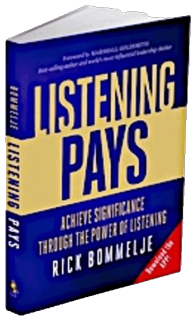
TAKE 100% RESPONSIBILITY

5 COMMUNICATION PURPOSES



In any interaction:

- Recognize your purpose, as well as the other person's.
- Remember that socializing (a.k.a. "small talk") is the gateway to emotional connection and/or the opportunity to persuade.

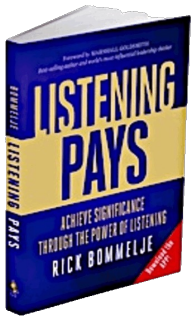


TAKE 100% RESPONSIBILITY

THE CASTLE – COMMUNICATION PURPOSES



*If you want to be invited inside the castle,
you must engage the guard.*



TAKE 100% RESPONSIBILITY

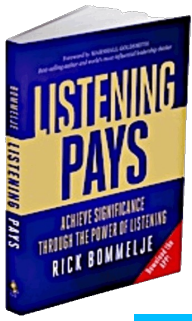
THE SIGNIFICANT SIX

1. Identify the top six people to whom you should be listening (spouse, boss, kids, co-workers, friends, etc.), and write their names in the spaces provided.
2. On a scale of 1 to 100, how do you think each person would rate your ability to listen? In the left column, estimate the rating you expect to receive from each person.
3. On a scale of 1 to 100, how does each person rate your ability to listen? Ask each person to rate your ability to listen, and write their scores in the right column.

People to whom you should be listening	On a scale of 1-100, how would this person rate your ability to listen?	
	Expected Score	Actual Score
1.		
2.		
3.		
4.		
5.		
6.		

Consider:

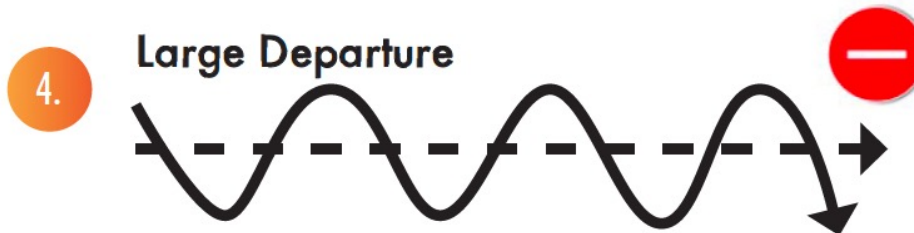
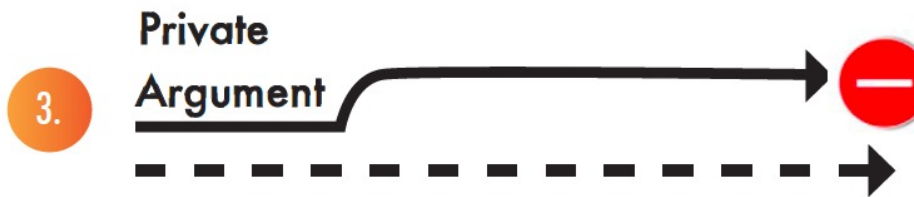
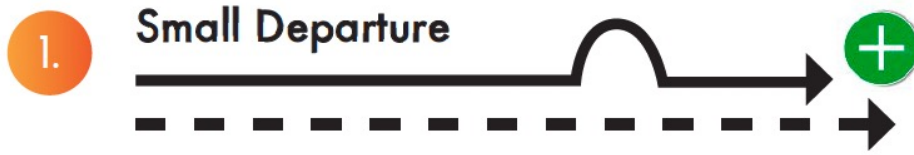
- How did your actual scores differ from your expected scores?
- For each person, what is the cost of a low score?

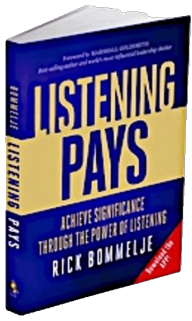


DITCH THE DISTRACTION

5 ATTENTION PATTERNS

**STAY IN THE SMALL DEPARTURE – THE ONLY POSITIVE PATTERN
AVOID ALL 4 NEGATIVE PATTERNS**





LEAD YOUR EMOTIONS

3 STEPS TO LEAD YOUR EMOTIONS

STEP 1

Identify your emotional triggers.

- Mentally observe yourself in the moment.
- Gain more knowledge about the people, topics, and language that trigger your emotions.
- Label the triggers as positive, neutral or negative – and determine why they are so.

STEP 2

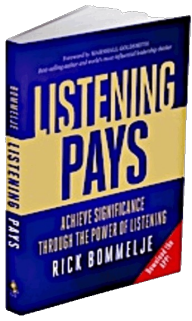
Anticipate triggers in your communications.

- Prepare yourself mentally to encounter triggers.
- Decide the preferred response.

STEP 3

Practice gaining self-control through disciplined thought

- Understand fully before making a judgment.
- Remind yourself that you decide your response.
- Before you respond, ask yourself “Is what I am about to say or show of value?” If the answer is YES, proceed.



TAKE MEANINGFUL ACTION

SEQUENCE

COMMIT

- Decide to Change

KNOW IT

- Open your mind to learn what to do.

DO IT

- Apply what you know.

BE IT

- Make listening part of your nature.

TEACH IT

- Pass the wisdom on to others.