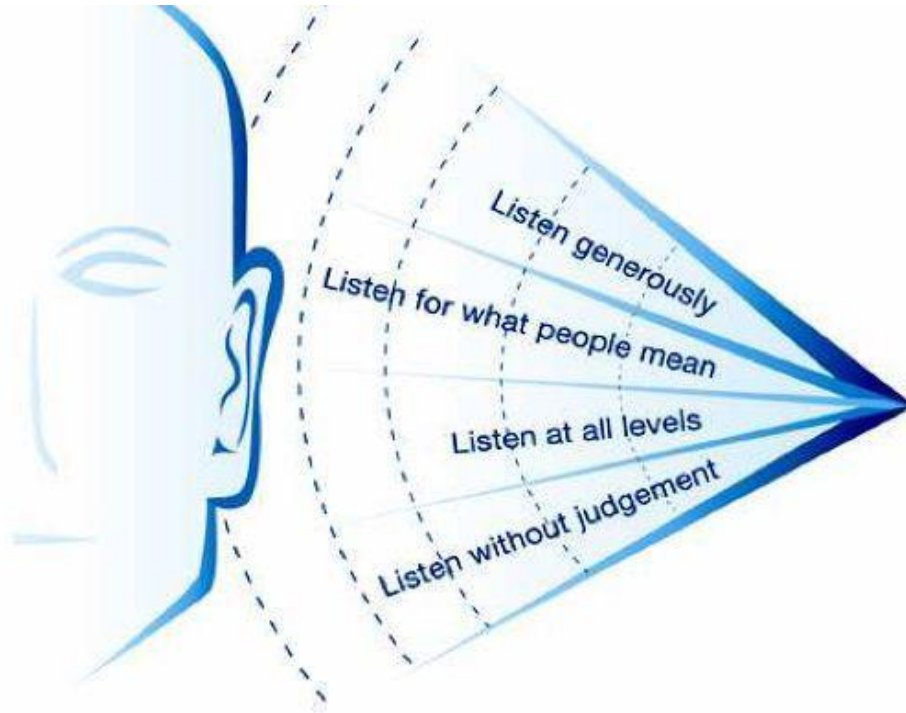


Listen for Potential



We mostly only listen part of the time. The rest of the time, we are thinking of other things, such as what we are going to say next or how to solve the problem or what will happen after the conversation ends.

It's also useful to know that our perception is driven by our hardwiring, which means that we only hear what we listen for.

The most important thing we can do is change the way we listen and really focus on listening for someone's potential. The assumption behind this approach is that people have the answers and we're just there to help them think.

This is a very different way to listen. It means focusing on the person and what they are capable of, and believing that they are capable.

Listen for potential means:

1. Listen generously.
2. Listen for what people mean.
3. Listen at all levels.
4. Listen without judgement.