

AUTHENTIC LEADERSHIP

C E N T E R

EMPATHIC LISTENING

1. **Paraphrase the content** with NO interpretation.
2. **Acknowledge the emotions** expressed in the words, tone, or body language of the “giver.”
3. Express both in a way that allows for you to be completely wrong – a “trial balloon.”
4. **Check-in** - After each attempt, ask if you got it right. If not, ask them to tell you more about what you got wrong (“Tell me more about that...”).

BLOCKS TO LISTENING

1. **Interpreting** – Analyzing what is being said and adding your great wisdom.
2. **Comparing** – Always assessing who is smarter, more competent, etc. Being one up or one down.
3. **Mind Reading** – Not paying attention to what speaker says – trying to figure out what the speaker is *really* thinking and feeling.
4. **Loading your Guns** – Rehearsing defenses, arguments, and explanations while the person is talking.
5. **Filtering** – Listening to some things and not to other things.
6. **Judging** – Prejudging someone and not paying attention to what they say.
7. **Distraction** – Half listening because of multitasking or and being sidetracked into private thoughts. Tuning out.
8. **Making it yours** – Taking everything the speaker says and referring it back to your own experience thereby taking away from the speaker’s experience.
9. **Consulting** – Advising, fixing, and problem-solving without being “hired.”
10. **Debating** – Quick to debate and argue each point. Could also be the put-down comments.
11. **Being Right** – Going to great lengths to avoid being wrong; your convictions are unshakable.
12. **Derailing** – Changing the subject or responding to everything with a joke.
13. **Placating** – “Right... right... absolutely...” placating rather than tuning in; listening only half way.
14. **Avoiding** – Running away, not engaging. Could also mean dissociating or “going away” in your mind because you don’t want to hear.
15. **Interrupting** – Breaking into the speaker’s comments, completing sentences for them, or stopping them to ask questions.

