



character

a 52-week series about amplifying your
management & leadership skillset

create

Listening

Overview

If there was one thing I would share about management & leadership...

It would be about **Listening**. If you evaluated the amount of time and energy you put into speaking or into your ability to present messages and ideas, would it be an equal or proportionate amount of effort into listening? The importance is obvious. How is the application?

"We have two ears and one mouth so that we can listen twice as much as we speak."

Epictetus

For the week...

- **Reflect:** Think about your last conversation with your team or one-on-one, what percentage was you talking versus you listening? Does that percentage matter? Does it influence how you will communicate next time?
- **Act:** Challenge your skill in your next conversation and focus intently on your ability to fully listen. What is the other person saying? What is the meaning? What is the emotion? What is the context?
- And remember, if you are thinking of what to say while another person is speaking, that's not listening...that's reloading.

Let's be real, **'hearing' does not mean 'listening'**. One is physiological and the other is relational. One brings sound in and the other distills it for meaning. Where is your opportunity?



To learn more about this series, contact Kurt Reinhart.
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