

# The Art of Listening

Learning to Listen is an art and a conversation is a balance between talking and listening – where both parties feel engaged and inspired.

Here are 10 basic rules to follow.

- Don't Multitask – be in the moment, don't be half in the conversation and half out of the conversation, don't be thinking about something else.
- Don't Pontificate – do that in another venue.
- Assume you have something to learn – everyone is an expert in something.
- Start your questions with who, what, when, where or how.
- Go with the Flow - let the thoughts come in and out of your mind, don't listen to them – these thoughts stop you from listening.
- IF you don't know, say you don't know.
- Don't equate your experience with theirs – all experiences are individual; it is not about you; conversations are not a promotional opportunity.
- Try not to repeat yourself – it is condescending.
- Stay out of the weeds – people don't care about the details; they care about you and what you are like.
- LISTEN - #1 skill you can develop – no one ever listens their way out of a job. If you're not paying attention to someone, you are not in a conversation. Listen with the intent to understand.
- Be Brief.

Keep your mouth closed, keep your mind open and be prepared to be amazed. Listening is a practice in itself and an opportunity to strengthen more of how you bring your presence into how you lead your life, your team and your work.

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