

Step #1 Listening Power

Listening is akin to love as one of the most precious gifts you can give to another. If we are to survive and develop as human beings in a positive way, we need to be heard, understood, accepted and responded to by others as the unique individuals we each are. From *Achieving Personal Success* by Warren Redman

1. In order to LISTEN or be listened to..... establish a CONTRACT.
2. In order to HEAR what someone is saying..... IDENTIFY what they want to say.
3. In order to UNDERSTAND what the person is saying..... CLARIFY what is being presented.
4. In order to ACCEPT someone and what they say.....SUMMARIZE the essence of what you have understood.
5. In order to RESPOND to the person..... help them towards their own appropriate ACTION.

REMEMBER TO KEEP YOURSELF OUT OF THE WAY!