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Announcement:
Coming soon, our next free telecast: "The Burnout Effect -- How Smart Managers Self-Sabotage."

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Dear Reader,

"You're Not Hearing Me!"

"To listen well, is as powerful a means of influence as talking well, and is as essential to all true conversation." -- Chinese Proverb

Has anyone ever said to you, "you haven't heard a word I'm saying?"

- Are you so committed to your point of view that you just can't wait for your turn to talk?
- Do you listen to understand what the other person is saying or to disprove him/her?
- Do you find yourself making up arguments instead of focusing on what the other person has to say?
- As you're reading these bullet points are you thinking: that's what the other person is doing, not me?



You Lose Them ...

- When your mind is filled with the chatter of "they're so wrong," You will miss out on important insights and opportunities to reach mutual purpose.
- When you are not in a frame of mind to acknowledge what is true in the other person's point of view.
- When it's more important for you to win then to find a resolution.

Check Your Internal Dialogue First (Clear Out Your Assumptions)

- Be honest about what you really want from the conversation.
- You have blind spots. The only way to pull up the shade on these, is to acknowledge that we all have personal biases, beliefs, attitudes and values which deeply shade our perception.
- Are you engaging in either/or thinking?
- Are you past the point of listening and in a reactionary mode?

- Do you really want to advance shared understanding?
- Get your motive straight -- do you want to resolve a situation or prove you're right?

Do You Have the Facts?

- How are your opinions and feelings influencing the facts?
- How is the other person seeing the same facts? Are you seeing them as negative and is the other person seeing them as positive?

TIPS

1. People go to silence when they feel unsafe. Address concerns by making clear statements of what you want and don't want: "I do not want to upset you." "I do respect your opinion." "I want to reach an understanding with you."

2. Make your intention about caring that both of you can expand outside tightly held positions and arrive at mutual benefits, by examining and appreciating alternate points of view.

Why Bother?

1. It will improve your health and well being
2. It will improve your relationships
3. It will enhance your job performance
4. It will positively change the work environment

Remember, we interpret what we see and hear. We react to the feelings from these thoughts. We are always in charge to change behavior.

Join Flo's Coaching Cafe -- Starting May 19th



A FREE Telecast Series designed to address timely issues and the workplace.

Come and have a "virtual" cup of coffee with us and enjoy an open, engaging, supportive coaching experience

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Have a comment? Go to my blog, [Chart Your Change](#).

Until people are both willing and able to change, you won't move the needle toward influencing new behavior." -- Joseph Grenny

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The Stranger and the Gingernuts Story

At the airport after a tiring business trip a woman's return flight was delayed. She went to the airport shop, bought a book, a coffee and a small packet containing five gingernut biscuits.

The airport was crowded and she found a seat in the lounge, next to a stranger. After a few minutes' reading she became absorbed in her book. She took a biscuit from the packet and began to drink her coffee. To her great surprise, the stranger in the next seat calmly took one of the biscuits and ate it. Stunned, she couldn't bring herself to say anything, nor even to look at the stranger.

Nervously she continued reading. After a few minutes she slowly picked up and ate the third biscuit. Incredibly, the stranger took the fourth gingernut and ate it, then to the woman's amazement, he picked up the packet and offered her the last biscuit. This being too much to tolerate, the lady angrily picked up her belongings, gave the stranger an indignant scowl and marched off to the boarding gate, where her flight was now ready. Flustered and enraged, she reached inside her bag for her boarding ticket, and found her unopened packet of gingernuts...

Have a comment? Go to my blog, [Chart Your Change](#).

Thank you for your interest in Chart Your Change. Your feedback is always appreciated.

To experience a complimentary coaching session, click on [Complimentary](#).

Have a Joyful Month,

Handwritten signature of Flo Mauri in blue ink.

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