

# Managing Relationships

## Is anybody listening?

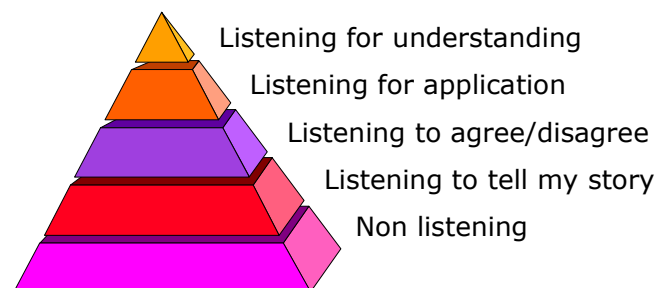
Clearly understanding another's agenda is at the heart of any good relationship.

And to understand the meaning behind someone else's words requires effective listening. Where people fall down is when they don't hear what's said. They hear what they think and feel is said – they hear their own interpretations.

### **Don't listen to reply – listen to understand.**

The people in business today who really listen are the people building successful relationships.

## Levels of Listening



### ***Here's how you can improve what's being said***

- ***Humility***

*If you view complaints or criticism as a personal attack, you'll become defensive. Once you start defending yourself, you'll care little what others think or how they feel.*

- ***Open-mindedness***

*When you think you have all the answers you close your mind and your ears. You can learn loads by listening to others.*

- ***Hold back and don't project***

*Attributing your own thoughts and feelings onto others will prevent you from empathising.*

- ***Clear your mind***

*Make assumptions and you'll fail to listen.*

- ***Listen – don't interrupt***

*Try phrases like "go on" or "I see" rather than "That reminds me of a time when I..." Only interrupt to clarify a point.*

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