



TAKE AWAY

TALK LESS, LISTEN MORE

Start practicing talking less and listening more.

1. Identify an important person in your life who could benefit from being truly listened to.
2. Have a conversation with that person with the sole intent of listening to understand, not to reply.
3. During the conversation, remember you don't need to agree or disagree with them. Just paraphrase what you hear, reflecting both what they say and how they feel back to them. (Note: You can also not say anything at all, and just listen!)
4. Describe your experience and what you learned with a trusted colleague or friend.

For additional resources and/or videos on this practice, go to www.getbetterbook.com/videos