



# Listen as a Leader vs. as a Problem Solver

1. After watching this video, what's **one thing** that's top of mind for you?

2. **Why** are each of these listening types (leader & problem solver) **important** to you & your role?

3. What is a personal example of a situation when you should listen as a **leader**? How about as a **problem solver**?

4. Write down a couple of times when you will practice **listening** as a **leader** this week:



# Listen as a Leader vs. as a Problem Solver

Which of the 5 Listening as a Leader Skills do you want to work on? Why?

1. Become **Aware** of when you need to do it
2. Focus on the **PERSON**, not the **PROBLEM**: Notice body language
3. Point Out what you See/Hear/Sense: Make **observations** but not judgements
4. Eliminate **Distractions**
5. Shift your **Mindset**: be the **Guide**

Start to become aware of how you are **listening**. Complete the box below throughout the week:

<b>Situation</b>	<b>Listening Type</b> (Leader or Problem Solver)	<b>What did you notice &amp; feel?</b>	<b>What were the results?</b>



# Listen as a Leader vs. as a Problem Solver

When it comes to listening, what's one thing you want to **KEEP** doing?

When it comes to listening, what's one thing you want to **STOP** doing?

When it comes to listening, what's one thing you want to **START** doing?

