



The Leader's Two Most Important Tools



Pastor Stan Lubeck
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The Tools of the Trade

The Importance of Listening

My dear brothers, take note of this. Everyone should be quick to listen, slow to speak, and slow to become angry. (James 1:19)

Engaged listening may be the principle mark of concern that one human being can evince for another. There are many who would say that the unvarnished listening is the chief distinguisher between leadership success and failure. (Tom Peters, *Thriving on Chaos*)

When people meet you for the first time, what kind of listener do they encounter? This is a critical question when you're creating good first impressions, because if you listen poorly, it may not matter how well you are dressed, how dulcet your tone of voice or how powerful your language. Poor listening can convey a lack of interest, boredom, or even hostility. Good listening has the power to draw people in, and make them feel valued and understood. (Janet Elsea, *The Four Minute Sell*)

The habit of listening with one ear is hard to break, and it can have a significant impact on your relationship with the other person. Even though it's tough to break bad habits, however, we can really listen – forget about our own speeches, suspend judgments, avoid comparisons – and just give your partner your full attention. It's a gift that communicates care and concern. (Sherod Miller, *Talking Together*)

If I were to summarize in one sentence the single most important principle I have learned in the field of interpersonal relations, it would be this: Seek first to understand, then to be understood. This principle is the key to effective interpersonal communication. (Stephen R. Covey, *The 7 Habits of Highly Effective People*)

To be able to listen to others in a sympathetic and understanding manner, is perhaps the most effective mechanism in the world for getting along with people, and tying up their friendship for good. Too few people practice the “white magic” of being good listeners. (Oliver Wendell Holmes)

Learning To Listen

Seven Important Questions

1. How's Your _____ ?
2. Are You Giving Your _____
_____ ?
3. Are Your Responses _____ And
_____ ?
4. Do You Ask " _____ " Questions?
5. Do You Ask _____ Questions?
6. Do You _____ Or _____ Their
Sentences?
7. Have You _____ All
_____ ?

The Art Of Asking – Two Ways To Teach

Four Marks Of Good Questions

Good Questions Are. . .

1. _____

Not _____

Not _____

➔ A Key Reminder: No “_____” Questions

2. _____

Not _____

3. _____

Not _____

4. _____

Follow-Up Questions...

- ✓ Clarify A Response
- ✓ Draw Others Into The Discussion
- ✓ Draw Out Implications
- ✓ Take The Discussion To A Deeper Lever (Emotionally)
- ✓ Lead To Application
- ✓ Summarize The Discussion

How Do You Rate?

1) How would you rate yourself as a listener on a scale from 1 to 10 and why?

1 2 3 4 5 6 7 8 9 10

2) How do you think your close friends would rate you and why?

1 2 3 4 5 6 7 8 9 10