



HELPING PEOPLE AND ORGANIZATIONS LOVE WHAT THEY DO!

How To Actively Listen

For some reason, many people believe that the ability to speak articulately is an important prerequisite to achievement. Without downgrading the importance of good speech habits, it would do us well to upgrade the importance and quality of our listening skills. Disraeli noted that “Nature has given us two ears but only one mouth.” This may be nature’s way of telling us that listening is vital to our personal growth and development. Active listening is the compliment to good questions.

The listening tips presented here will help you to sharpen your listening ability and your sensitivity to the feelings of others:

Take time to listen. There are many things in life which can be heard that are not available through written sources. Your knowledge of local or national affairs may be broadened considerably by taking a moment to listen to a conversation, a luncheon speaker or a member of your family.

Be attentive. What people talk about is an indication of what is important to them. Whether or not you agree on the importance, any lack of attention will be perceived as a lack of respect for their thoughts, opinions and themselves.

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The Alliance: Managing Talent in the Networked Age

Learn how the “tour of duty” approach works from entrepreneur authors Reid Hoffman, Ben Casnocha and Chris Yeh. Through tours, the company gets an engaged employee and the employee takes steps toward lifetime employability.

Leaders Excel With These Different Leadership Styles

Drive, along with effective leadership, allows you to develop a strong robust team and grow your business. Make sure your decisions meet challenges head-on with these 6 effective leadership styles:

1. Action-Oriented

This leadership style will feel very comfortable to high potentials on your team. “Getting the job done” is critical for action focused team members facing tight deadlines and specific project guidelines. Quick decision making is imperative and often there is no time to test and tweak to deliver results needed in your organization.

2. Transformative

Encourage transformative style team members to bring new ideas to the table frequently. As a leader, you need to ask qualifying questions and give them time to process and offer options. When transformative style leaders feel their ideas affect the team positively, it encourages them to keep pushing forward.

3. Encouraging

Giving your team the confidence to produce ideas will help take the organization to the next level. Providing them with constructive feedback and reflecting on past successes, will encourage them toward future success. Often team members lack the confidence to speak up even though they have the right information. Provide an encouraging environment and keep everyone focused.

4. Empowerment

Build your team's authority by allowing them to make decisions and execute their ideas.



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One Minute Ideas

Things To Remember About Planning

Vision – Provides direction - a broad statement of end results

Values – Determine rightness of the direction for...

Decision making – Clearly defined values simplify decision making.

The foundation for business today is provided through values and value-based decisions and behaviors. Business values define the beliefs, standards and acceptable behaviors.

Mission – Clearly states the steps needed to achieve your vision and how you're going to get there.

Critical Goal Categories – What must happen to achieve your mission?❖

*"A good plan today is better than a perfect plan tomorrow."
~ George S. Patton*



Talent Trust

Our goal is to collaborate with you to understand where you and your organization want to go and design the best way to get you there. We help our clients select and develop high performing talent.

Contact Talent Trust when you want to make sure you are hiring the right person, your team needs to communicate better or you need to develop leadership skills and clarify goals for the future. Talent Trust also helps individuals prepare for what's next for them. Talent Trust helps you love what you do!

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Listen with an open mind. When you open your mind and approach a topic from the other person's point of view, you have a good chance to round out a complete picture of the facts surrounding a situation.

Listen for feelings. People tend to repeat those things that are important to them. Listen not only to what they say, but how they say it. Voices express emotion through pitch, intonation, hesitation and speed of delivery. By listening to what people say and how they say it, you will discover the feelings behind the words.

Listen for retention. How often have you wanted to tell a good joke that you had heard, but simply couldn't remember anything but the punch line? If you do not consciously convey to your mind the thoughts that you hear, you will recall little of what is said. Advertising copy for radio and TV is read at a speed of 150 words per minute. However, advertising agencies know that the human mind can comprehend ideas much faster than that.

Watch the non-verbal communications. "What you say shouts so loud that I can't hear you tell me what you are saying" is a statement that very aptly points out the importance of nonverbal communications. What we say nonverbally (through our body language) has a much greater impact on what is communicated than what we say.

So the next time you are engaged in a conversation, try using these skills to see if you can enhance the understanding for both parties. ❖

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A team that has the ability to make effective decisions increases engagement and ultimately contributes to bottom-line effectiveness.

5. Reflective

Self-reflection is the key for this leadership style. Analyzing past events, actions and results will help generate new ideas and solutions. This allows you to experience insights that may result in better opportunities for the future. This style is powerful, but it can be difficult as it requires you to put aside your vision and inspirations to let the team discover its own path forward.

6. Idealistic

For some, this style comes naturally and for others, it takes work. As an idealistic thinker, it is important to demonstrate the desired outcomes. Paint a detailed and vivid picture of the desired results. While this style is highly persuasive, use it sparingly; as its power comes with infrequent and strategic use.

Great leaders know how to leverage natural skills and work on developing individual weaknesses. It is essential to know which approach is best to use in specific circumstances and know when to avoid overusing one just because you excel at it. ❖

~ Written for us by our associate Gary Sorrell, Sorrell Associates, LLC. Copyright protected. All rights reserved

