

## You Matter, Let's Natter

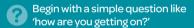
Put the billy on and have a natter with a mate who matters. What are you waiting for?



## Sam on what makes a good listener







Be comfortable with silence, let the other person do the talking.

Don't jump in with your solution to the problem.

Keep an open mind and be non-judgemental.

## What's my dominant listening style?



Attentive
You're focused and give feedback to show you're listening.

Reflective
You summarise
to show you
understand.

Distracted
Your mind is elsewhere. You're in a hurry to finish.

Selective
You're only listening
for things you can
respond to with your
own experience.

You're trying to understand a problem so you can solve it.

When someone is listening to you, which of the above styles is the most useful for you?



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