



# 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



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Choose a good time.



Begin with a simple question like  
'how are you getting on?'



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?



## **Open minded**

You ask open questions and are non-judgemental.



## **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.



## **Problem-solver**

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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