



turning managers into leaders

Merge's Monthly Mega Minute – April 2005

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Merge Gupta-Sunderji helps turn managers into leaders. Through engaging keynotes and facilitated workshops, she gives people specific and practical tools to achieve leadership and communication success. Contact her at www.mergespeaks.com or 403-605-4756

Just stay SILENT to LISTEN

I recently heard a manager tell his employee, "I'm listening to you." But then ... for the next ten minutes, he talked more than he listened! He interrupted; he anticipated what his employee was going to say and jumped in with the response; and when the employee couldn't get the words out fast enough, he finished her sentences for her. He did everything but ... listen!

In order to listen well, you must stay silent. That should be an easy one to remember, because the letters of L-I-S-T-E-N also make up the word S-I-L-E-N-T. Yet for many, that's easier to remember than to put into practice!

If the manager I told you about earlier would have stayed silent, he would've found a source of great power and strength! You see, when you listen, you obtain knowledge: with knowledge comes power. When you listen, you hear the other person's perspective: it gives you the power to persuade. When you listen, you respect the other person: it builds powerful relationships. Just stay silent to listen!