

LISTEN *generously*

*A Checklist to Assess Your
Workplace Culture*





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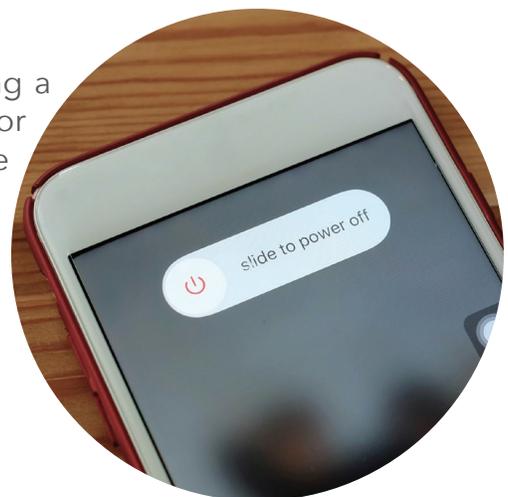
When employees discuss or even argue about something without really listening to each other, you know the outcome won't be good. Tempers flare, time is wasted, and misunderstandings are inevitable. It's a common scenario in many organizations and it derails progress.

So how can you activate change in your workforce and help your employees maximize their listening capability?

By identifying, coaching, and practicing key behaviors that create a high-performance culture.

Is your organization cultivating great listeners? Use this checklist to select the productive listening behaviors you see your team members demonstrating regularly.

- Giving others their undivided attention.** Our staff members don't try to multi-task during a discussion or constantly check their phones or computers. And if they're in a situation where they're unable to devote their attention to the speaker, they reschedule the conversation for a better time. They don't "half-listen."



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Being present and engaged.

Our employees actively listen instead of acting like they're listening. They concentrate on the discussion and listen intently. For example, they don't let their minds wander while they're listening and then ask others to repeat what they just said.

Being non-combative.

Our staff members don't enter conversations just to disagree or argue. They don't think about rebuttals while others are speaking and wait for an opening to voice their opposition. And they don't use discussions to score points.

Listening respectfully.

Our employees don't cut others off when they're talking so they can interject their comments. They don't presume they know what others are going to say, talk over their coworkers, or hijack conversations.

Listening without judgment.

Our team members take the time to hear others out instead of evaluating each piece of information as it's shared. They wait until they have the whole picture to determine their position.

Being open-minded.

Our team members don't enter discussions with their minds already made up. They're flexible and listen to others with a willingness to have their perspectives changed. They don't just let others "have their say" and remain locked into their point of view.

Being curious.

Our employees show curiosity about what others have to share and are eager to learn new insights. They don't act like they know it all. Instead, they listen with the goal of thoroughly understanding what people are saying.



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- Ensuring clarity.**
Our staff members demonstrate that they understood what others said. For example, they ask clarifying questions or repeat back what they heard to be sure everyone is on the same page.
- Dialing back bias.**
Our staff understands that prior experiences and beliefs can interfere with effective listening and prevent them from understanding others. They make an effort to avoid stereotyping people or let implicit bias influence what they hear.
- Empathizing.**
Our team members think of situations from the speaker's perspective as they listen to them. They try to understand the reasons behind their opinions and comments so they can relate to them better and respond in a way to move things forward.
- Embracing diverse perspectives.**
Our employees are open to listening to and learning from all team members. They have the attitude that everyone has valuable ideas, regardless of their role, age, background, heritage, experience, or tenure with the company.
- Making others feel heard.**
Our staff members demonstrate that they're interested in and appreciate what other people have to say. For example, they let others know they're listening by giving verbal and non-verbal cues that show they're engaged.



How many boxes did you check? If you see areas that could use improvement, it's time to make these vital behaviors part of your company's culture. Employees who hone effective listening skills build more productive working relationships and achieve better outcomes with coworkers and customers.

Do you want to make generous listening a core aspect of your company's culture? **Book a call with a CultureWise specialist** to learn how to enhance communications channels throughout your organization.