

QUOTES, QUIBBLE, QUESTION

FROM
THE
COACHING
GUY

65TH EDITION

WELCOME

As leaders, we often pride ourselves on our ability to speak clearly, make decisions quickly, and provide direction. However, the most effective leaders know that listening is just as important as speaking. In fact, it's often the key to true influence.

This week, we'll dive into the power of listening, not just to respond, but to truly hear and understand others.

Effective listening is an art. It takes patience, empathy, and a commitment to being present in the moment. As you engage with your teams, are you truly listening to understand their perspectives and concerns, or are you just waiting for your turn to speak? Let's explore this critical skill for leadership growth.

QUOTES

"Most people do not listen with the intent to understand; they listen with the intent to reply." [Stephen R. Covey](#)

"Listening is a magnetic and strange thing, a creative force. The friends who listen to us are the ones we move toward." [Karl A. Menniger](#)

"When people talk, listen completely. Most people never listen." [Ernest Hemingway](#)

"The art of conversation lies in listening." [Malcolm Forbes](#)

Q U I B B L E

"I listen all the time, but people just seem to feel it?"

You feel like you're listening, but somehow your team or peers don't seem to be responding to your efforts. The truth is, many of us listen superficially. We might hear words, but we often fail to grasp the emotion, intent, or deeper meaning behind them. Or, as soon as we think we know what someone is going to say, we jump in with our own thoughts, stifling the conversation.

As leaders, we need to overcome this impulse. It's essential to create an environment where people feel truly heard. This means:

Being present: Put down your phone or close your laptop. Eliminate distractions.

Resist the urge to respond immediately: Give the speaker space to express themselves fully before you react.

Ask clarifying questions: This shows you're truly engaged and helps deepen your understanding.

Mirror and validate: Reflect back what you've heard to confirm your understanding and acknowledge their feelings.

Clear Actions for Leaders to Improve Listening

Pause before speaking - After someone finishes speaking, take a breath before responding. This simple habit helps you absorb more and respond thoughtfully.

Use open-ended questions - Instead of just agreeing or disagreeing, ask questions that invite further conversation. For example, "What makes you feel that way?" or "Can you help me understand that better?"

Practice active listening - Show that you're listening by nodding, maintaining eye contact, and occasionally summarizing or paraphrasing what's been said.

Create feedback loops - After a conversation, follow up with the person to see if you've fully understood their message. This shows you value their perspective and are committed to improvement.

Q U E S T I O N

"When was the last time you listened to someone without immediately thinking about what you were going to say next?"

"What would change in your leadership style if you committed to listening first, without the need to respond?"

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T H A N K S

For reading this week's newsletter.

If you have other subjects that you would like to hear about, drop me an email at matt@thecoachingguy.co.uk