

Listening Without Fixing It

Practice hearing someone out without jumping in to solve it for them.

WHEN TO USE THIS

Use this after a talk where the other person went quiet or seemed let down.

Think of a time someone told you something hard. What did you say back?

Write what you tend to say, and something you could say instead.

WHAT I USUALLY SAY

WHAT I COULD SAY INSTEAD

What does listening look like to you?

- ☐ Putting the phone down
- ☐ Not interrupting
- ☐ Asking one more question
- ☐ Saying 'that sounds hard'
- ☐ Sitting with the quiet
- ☐ Asking if they want ideas
- ☐ Repeating back what I heard
- ☐ Not turning it to me

Who will you try this with this week?

Most people want to be heard more than they want to be helped.