



## **Your Points to Ponder**

**This One Skill Can Increase Productivity** - P2P Quick Communicate #19

**From a recent RainToday\* report:  
38% of buyers say the salesperson did not listen to them, and  
55% of these same buyers say they would be 'much more likely' to consider doing  
business with the salesperson if they would listen.**

Even though this study cites buyers and sales people, it applies in everyone's life.

Think of the impact you can make if you listened, truly listened, to the person talking. Don't think of how you will challenge what they are saying, don't try to impress them with your knowledge, don't assume you know exactly what they are talking about. Chances are, you don't.

This is a prime time to ask them questions, just to be sure you are thinking the same way they are:

- I don't follow you .... can you give an example?
- What was the result of that?
- How did that impact your work? and others?
- Why do you think that is?
- How so?

Listening to what the other person is saying, and what they are *not* saying, perhaps implying, is one of the critical emotional intelligence skills in the Social Awareness arena. Are their words congruent with their voice tone? with their facial expressions? Paying attention to these clues will help you hear the real message they are sending you.

Remember, *your mind can only focus on one activity needing your attention at a time. Multi-tasking simply does not exist.* If you are 'listening' and thinking about your response, emails you have to send, phone calls you have to make, other tasks to be completed that day, you are robbing yourself and the others of the possibility to create and develop new opportunities.

*Your challenge:* For the next week, put 100% of your attention on the current conversation you are having. Experience the difference. Email me your results.

\*Kill Your Sales: The 6 Most Costly Mistakes You are Making in 2009 [www.RainToday.com](http://www.RainToday.com)

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Shari is the only speaker and consultant that combines communication styles, personality behaviors, emotional intelligence and your mind. She works with executives and teams to resolve conflicts and build a more cohesive group. If your team is not "playing nice in the company sandbox", give Shari a call!

**[Contact Shari](#), 281.992.4136, to speak to your department, organization, group or conference.**

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