Habit 5- Seek First to Understand, Then to be Understood

Wouldn’t it be great if they ***just listened?***

“Listen first. Talk second.”

Too often instead of really listening, we are busy forming our response in our mind. This Habit is about not just hearing with our ears, but looking at body language with our eyes, and using our hearts as well. We listen to understand who that person is, how they feel about something, and how they view the world.

**Words to use**:

“So, if I understand, you are saying \_\_\_\_\_”

“Help me understand your point of view. You believe….”

“Help me understand what is going on here…...”

“As I get it, you felt that…”!

“So, as I see it…”!

“I can see that you’re feeling…”!

“You feel that…”!

“So, what you’re saying is…”

**Seeking to understand may not be fast, but it pays huge dividends in building relationships.**

**PART 1**

***Write a 1-2 sentence response to each prompt that shows you are listening genuinely. Use one of the phrases above to begin your response. You are not trying to fix the situation. Instead be empathetic, and help the other person feel understood.***

1. FRIEND: “This project deadline is making me freak out!”

**YOUR RESPONSE:**

1. FRIEND: “My parents just don’t get what I’m going through!”

**YOUR RESPONSE:**

1. FRIEND: “My parents will ground me for a month if I fail this test!”

**YOUR RESPONSE:**

**PART 2**

*In the blank below,* ***respond to the following situation in two ways.*** *In the first example, respond as someone who is a poor listener who seeks first to be understood and then seeks to understand* ***(Minimum 30 words)****. In the second example, respond as a good listener, someone who seeks to understand and then seeks to be understood* ***(Minimum 30 words)****. Be sure to include the responses of the other person as well as yourself in each role. This is like the script in A, B, and C, but longer.*

"I'm going to flunk! I guess I figure if I'm going to flunk, I might as well quit. But I don't want to quit."

1. **Poor Listener response:**
2. **Good Listener response:**