

Here's the pattern:

A manager is pretending to listen while answering phone calls 3 times in a meeting / interrupts multiple times.

Often when they appear to be listening, they're thinking about their response, not hearing what's being said.



Listening isn't about being nice. It's about respect.

When someone feels heard:

- They trust you
- They share problems before they explode
- They own their work
- They stay



When someone doesn't feel heard:

- They don't trust you
- They hide problems which often lead to crisis
- They do minimum work
- They leave (and tell others to avoid you)



Here are a 3 things a manager could do to truly and actively listen:

1. **Shut Up & Listen:** Listen with Intent. Genuinely hear (not plan your response)
2. **Reflect the Essence:** "You're stressed about timeline changes" (not paraphrase)
3. **Listen for Emotions:** "I hear the frustration. That's valid" (normalise the feeling)

The Result:

Your **trust & credibility** automatically goes up. They are more open to sharing and look up to you as a go-to leader.

But here's the uncomfortable truth: Most managers were never trained on this.

Nobody trained them on "how to listen so people feel respected".

****Step 1:**** Take my ****15-Minute PMS Health Check****

Red flags that signal your system is bleeding talent

****Step 2:**** Book a ****30-Minute Diagnostic Call****
I'll audit your PMS + culture stack, identify your #1 bottleneck

****Not ready? Follow for sharp insights on performance, culture, that actually drive business outcomes.**

****Repost/share if this adds value to your network.**

