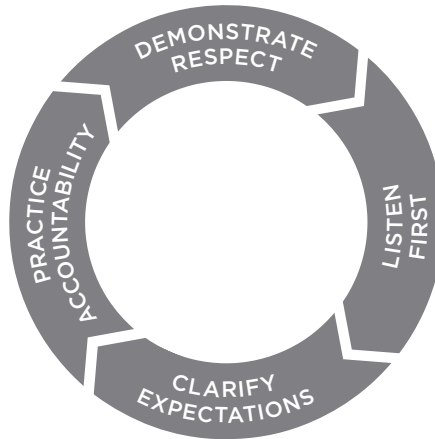


FRANKLIN COVEY
ON LEADERSHIP
WITH
SCOTT MILLER



PROJECT MANAGEMENT
FOUNDATIONAL BEHAVIORS

Listen First

- 1 Identify a person working on your project who could benefit from you listening to them.
- 2 Meet with that person with the intent of listening to understand, not to reply.
- 3 During the conversation, remember you don't need to agree or disagree with them. Just reflect back to them their words and feelings (e.g., You sound frustrated that you lost the account. You're angry about the errors in the report.).
- 4 Describe your experience and what you learned about listening with a trusted colleague or friend.

To connect with us about this content, please email info@franklincovey.com or call 1-888-868-1776.