

THE LISTENING LEDGER

PRACTICING EMPATHY AS A LEADERSHIP SKILL.

IDENTIFICATION

CIRCLE THREE VALUES BELOW THAT MATTER THE MOST TO YOU RIGHT NOW

Step 1: Yesterday, who did you interact with meaningfully?

1. _____
2. _____
3. _____

Step 2: For each person, circle the word that best describes how you listened to them.

- | | | |
|---------|------------|-----------|
| Curious | Rushed | Defensive |
| Present | Distracted | Neutral |
| | Open | |

Step 3: put a star (*) beside one interaction you want to redo or improve.



WHAT VALUE BECOMES MOST VISIBLE WHEN YOU CHOOSE TO LISTEN FULLY?



WHEN TIME IS LOW AND STRESS IS HIGH (EMPATHY'S "TWO GREAT ENEMIES"), WHAT SHIFTS IN YOUR BODY OR TONE?



WHAT SMALL CHANGE IN HOW YOU PAUSE, PARAPHRASE, OR ASK QUESTIONS COULD CREATE RIPPLES OF TRUST THIS WEEK?



WHAT IS ONE CONVERSATION YOU'VE BEEN AVOIDING THAT DESERVES YOUR PRESENCE—NOT YOUR PERFORMANCE?

WRITING PROMPT #1 REFLECTION

WHY DID YOU START THAT INTERACTION? WHAT FEELING OR ASSUMPTION SHAPED HOW YOU SHOWED UP?

RESOURCE OF THE WEEK



Rewrite the moment as if you got to do it again: What would you say? do? signal?

PROMPT #2 REHEARSE

3 TIPS TO TRY!

- 1** SAY "I HEAR YOU" BEFORE ANYTHING ELSE.
- 2** THE 5-SECOND PAUSE RULE.
- 3** NO DECISIONS AT NIGHT.