

THE EXTRA POINT

BY JERRY ROBERTS



1666 Quotations That Make You Want to Listen

What if I told you that one particular skill, perhaps more than any other, will determine more of your success in life? What if you could make that skill even better? Would you want to dedicate yourself to that? I'm Jerry Roberts and I'll tell you what I'm talking about, next on the Extra Point.

You've got a particular a skill, and so do I. We share that skill, along with everybody else. Some of us have developed this skill far beyond where others have taken it, and most of us have a tremendous amount of growth left to go.

Famous people have spoken and written about this skill over the years, and we'll share nine of those statements today, as we take a look at the issue of listening. One of the more familiar quotes starts us off:

1. *"We have two ears and one mouth so that we can listen twice as much as we speak."*
— Epictetus, Greek Stoic philosopher

2. *"When people talk, listen completely. Most people never listen."*
— Ernest Hemingway, author

Here's one for you multitaskers:

"You cannot truly listen to anyone and do anything else at the same time."
— M. Scott Peck, author

Put your phone down, look away from the computer screen unless you're looking up their transaction.

3. *"The ear of the leader must ring with the voices of the people."*
— Woodrow Wilson, 28th U.S. President

Most leaders think it's the other way around, that the ears of the people must ring with their voice. It's a mistake.

Marketers, take this one to heart:

4. *"The best way to connect with your audience is to listen to them."*

— Unknown

5. *"To listen is to lean in softly with a willingness to be changed by what we hear."*

— Mark Nepo, writer and poet

Naw...most of us have zero interest in being changed.]

6. *"The most important thing in communication is hearing what isn't said."*

— Peter Drucker, business consultant, author.

This is the ability to listen so well that you hear between the lines.

7. *"The greatest gift you can give someone is your undivided attention."*

— Jim Rohn, motivational speaker

It screams about respect, and that you think they just might have something to say that's worth that undivided attention.

8. *"If you make listening and observation your occupation, you will gain much more than you can by talk."*

— Robert Baden-Powell, British army officer

Many of Guam Training's courses feature a module on active listening, and here's a quote that encapsulates what we're going for:

9. *"Listen with the intent to understand, not the intent to reply."*

— Stephen R. Covey, author, thought leader

Almost all of us are actively running our brain, trying to put together what we're going to say, just as soon as the other person takes a breath.

When we do this, there's a very good chance that we're going to miss critical information that would help us and thge other person. (Con't.)

Once again, from Stephen Covey,

"Listen with the intent to understand, not the intent to reply."

It's a super power.

That's the Extra Point. Be responsible and make something good happen today. For 93.3FM, the Ray Gibson Show, and First Hawaiian Bank, I'm Jerry Roberts.

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For information on training and consulting services with Jerry Roberts, please click this link: guamtraining.com

