

## Rule 4: Listen Listen Listen

Strategies I will employ to increase my own and my team's listening abilities.

Listening Pop Quizzes	Yes	No
Rubber Wrist Bands	Yes	No
Job Aid Cards	Yes	No
Use of "Signal" for Unsuccessful Listening (such as hand raising)	Yes	No

Who do I have the most difficult time listening to on my Team?

Why?

Respect      Conflict      Behavioral Style Differences      Other \_\_\_\_\_

Who do I listen to most on my Team?

Why?

Respect      Value Skills      Behavioral Style Comfort      Other \_\_\_\_\_

What impact might my listening have on team and customer relationships?

