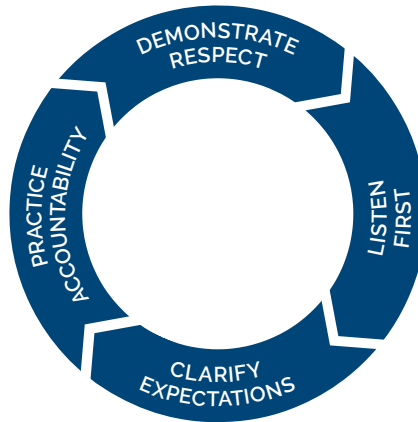


MANAGEMENT MESS TO LEADERSHIP SUCCESS

LEADERSHIP TOOL



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.

Leadership Tool content taken from *Project Management Essentials for the Unofficial Project Manager*[®], available in FranklinCovey All Access Pass[®].