It’s easy to listen to people who are good speakers, who are well organized, who are positive, or who have good ideas. It is difficult to listen to others. List the kinds of people who make it hard for you to listen to them. Examples might include:

- a complainer
- someone who is disorganized
- a gossip or tattletale
- a rambler
- a negative person
- a chit-chatter
- a know-it-all

What others can you think of? Now identify what you can do to better communicate with these individuals. For example, you need to take care that you do not encourage a complainer. You can listen without comment and not agree with the complaints. If it is something that you want to pursue, ask the person to write it down along with a possible solution, then schedule a better time to discuss the complaint. As a leader, it is your job to listen. And you need to ensure that you are listening to everyone.

I have difficulty listening when ________________________________________________________________.

What I will try in the future is ______________________________________________________________.