



Guanacaste

THE LEAD LISTENING INSTITUTE

THE LEAD LISTENER'S 10 COMMITMENTS

Effective listening invites all parties to the dialogue to:

1. **Create safe, sacred, and “say” spaces where others can feel valued** (seen, heard, listened to, and understood) **and validated** (seen, heard, listened to, and understood from their perspective).
2. **Withhold any and all prejudgments about speakers and listeners.**
3. **Be swift to listen and slow to speak.**
4. **Seek first to understand, then to be understood.**
5. **Listen to understand, not just to reply.**
6. **Listen FHLUR: Focus, hear, listen, understand, and respond *from the other person’s perspective*.**
7. **Acknowledge before asserting.**
8. **Receive and give constructive feedback with grace, goodwill, and good wishes.**
9. **Thank freely and continuously the speakers and listeners in their lives.**
10. **Commit to the lifelong practice and deep inner self-work of. . .**
 - self-**E**xamination
 - self-**A**wareness
 - self-**R**eflection**. . . to grow and develop as listeners.**

These 10 commitments are condensable to one word: L-I-S-T-E-N