



Guanacaste
THE LEAD LISTENING INSTITUTE

THE LEAD LISTENER'S 10 COMMITMENTS

Effective communication takes place when **both** partners to the dialogue commit to do the following:

1. Co-create safe spaces where others feel seen, heard, listened to and understood.
2. Withhold any and all prejudgments about speakers and listeners.
3. Are 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'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 work of self-examination, self-improvement, and self-reflection to grow and develop as a listener.

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

Guanacaste: The Lead Listening Institute, LLC

www.leadlisteninginstitute.com

Dr. John G. Igwebuike, Founder

(614) 526-9872

drjohnigwebuike@gmail.com

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