

Ten Minute Wellbeing Tips for Managers

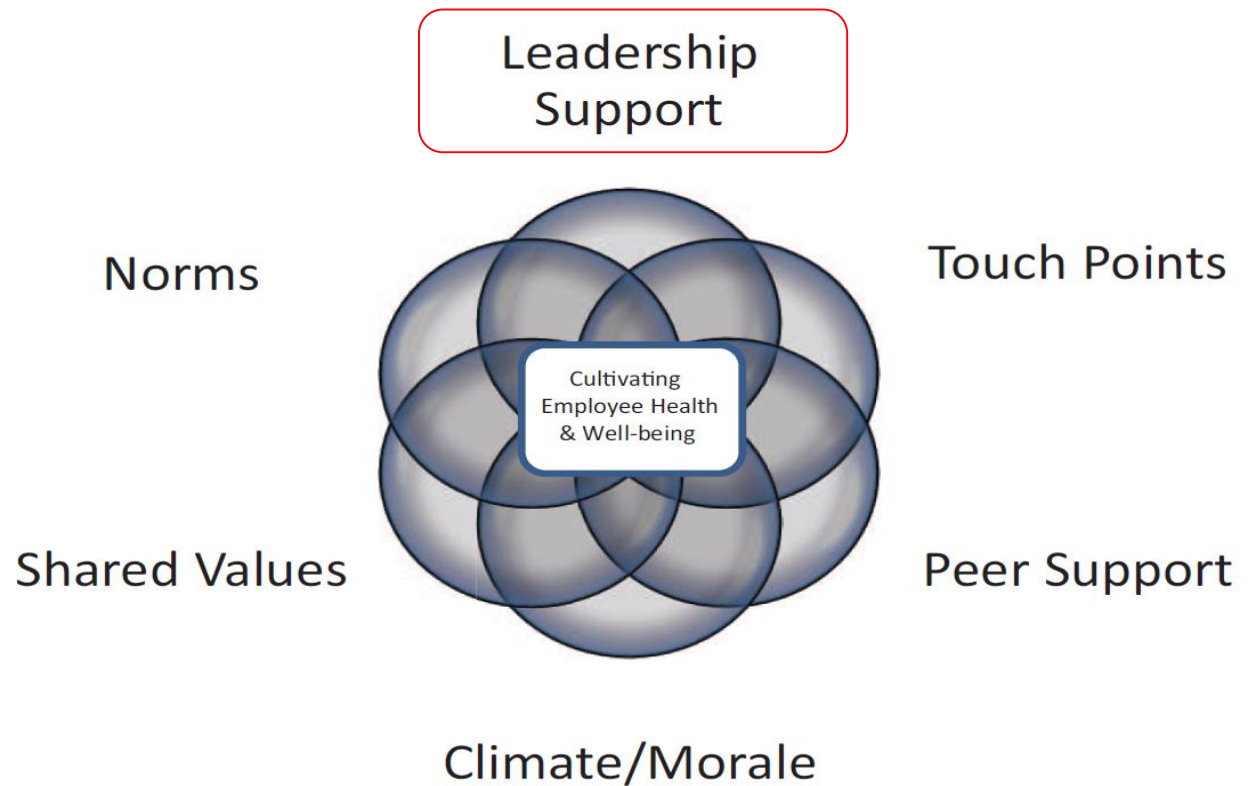


Powered by the Office of Wellbeing

Vision: For our employees to leave work at the end of the day healthier than when they arrived

Theme: Leading with Wellbeing

Episode 17: Speaking & Listening



Reflection



Listening, Listening & Speaking

“We have two ears and one mouth so that we can listen twice as much as we speak.”


Epictetus



A scenic landscape at sunset or sunrise. The sun is low on the horizon, casting a warm, golden glow over the scene. A dirt road winds through the landscape, flanked by tall, dry grass and a hillside. The sky is filled with soft, orange and yellow clouds. The overall mood is peaceful and contemplative.

Lead by listening – to be a
good leader you have to
be a great listener.

Richard Branson

 quora.com

Talk less. Listen more. Here's How

Kate Murphy New York Times January 9, 2020

“It is only by listening that we engage, understand, empathize, cooperate and develop as human beings. It is fundamental to any successful relationship - personal, professional and political”.



<https://www.nytimes.com/2020/01/09/opinion/listening-tips.html>

Talk less. Listen more. Here's How



Kate Murphy New York Times January 9, 2020

“Listening goes beyond simply hearing what people say. It also involves paying attention to how they say it and what they do while they are saying it, in what context, and how what they say resonates with you.

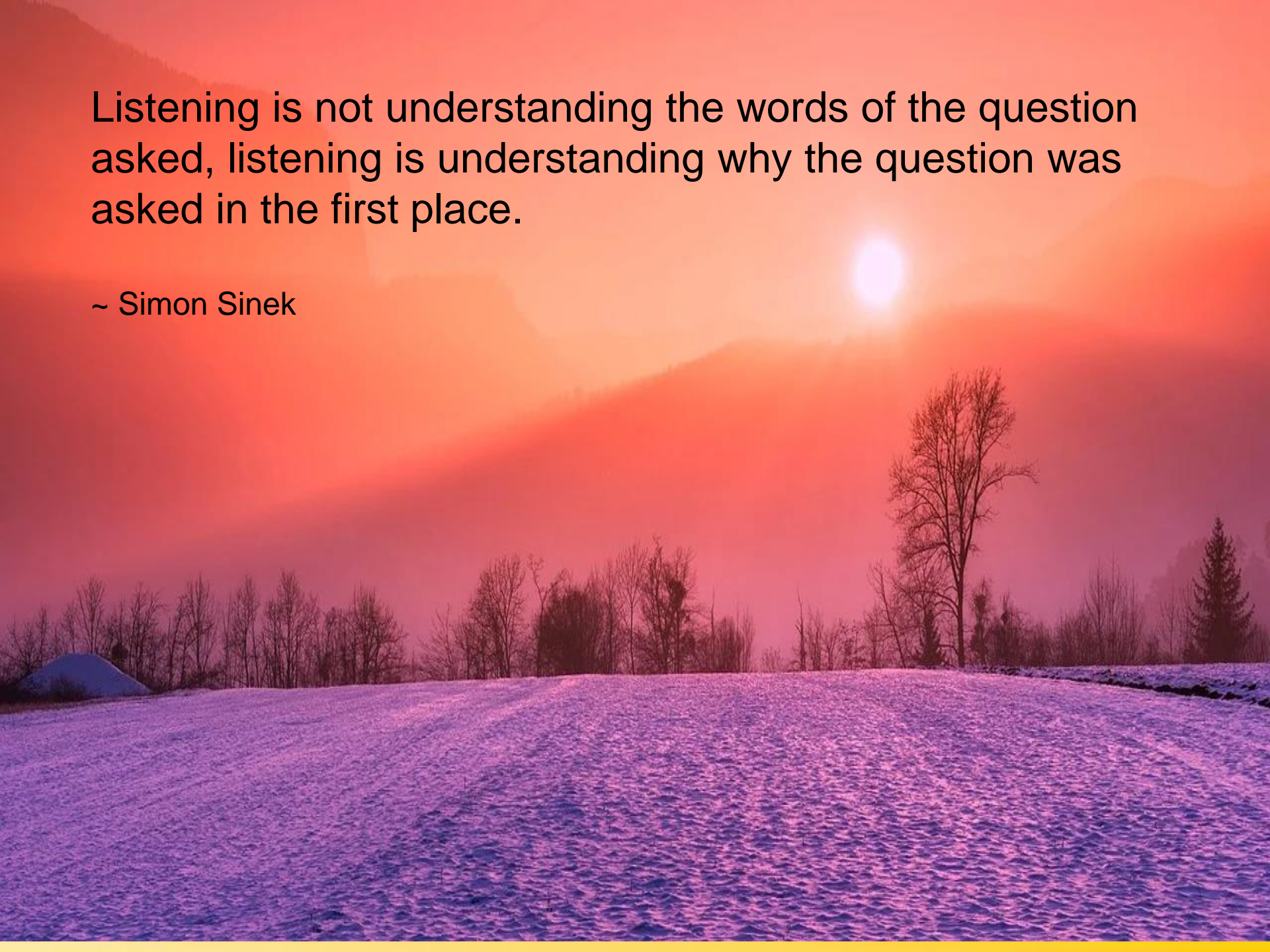
A lot of listening has to do with **how** you respond – the degree to which you facilitate the clear expression of another person’s thoughts and, in the process, crystallize your own”

<https://www.nytimes.com/2020/01/09/opinion/listening-tips.html>



Listening is not understanding the words of the question asked, listening is understanding why the question was asked in the first place.

~ Simon Sinek



LISTEN

SILENT

Improving our listening



W.A.I.T?



Speaking

HOW we speak: Using the Five Gatekeepers of Speech

1. Is it [what I am about to say] true?
2. Is it kind?
3. Is it beneficial?
4. Is it necessary?
5. Is it the right time?

<https://www.upaya.org/2018/01/five-gatekeepers-speech/>

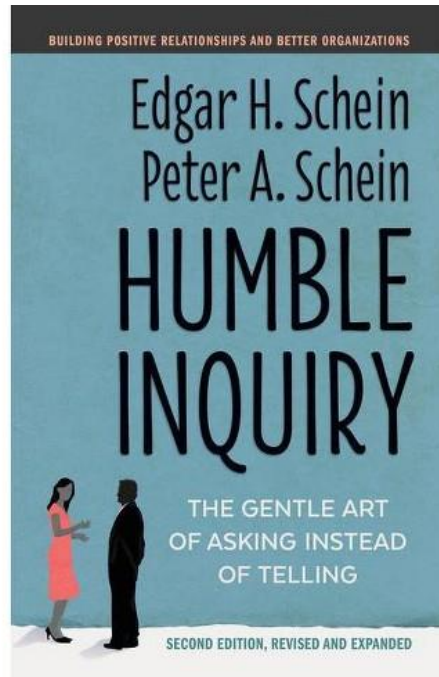
Speaking the truth with courage and kindness



- How will I use my speaking to encourage one person EVERY day?
- How will I be patient with others because I don't know what challenges they are facing today?
- How can I state my opinion courageously without discounting others' opinions?
- How can I reduce distractions while I'm speaking so that I'm making eye contact and really paying attention?
- How will I avoid rushing in to fix problems and give advice?

Resource:

Leading with humble curiosity.



Theme: Leading with Well-Being

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- Agenda tip # 20

Consider adding a meeting norm that supports listening: **one-voice-at-a-time** and/or a **3-second second pause-before-you-respond**

- Manager tip # 20

Practice W.A.I.T? (Why am I talking?)

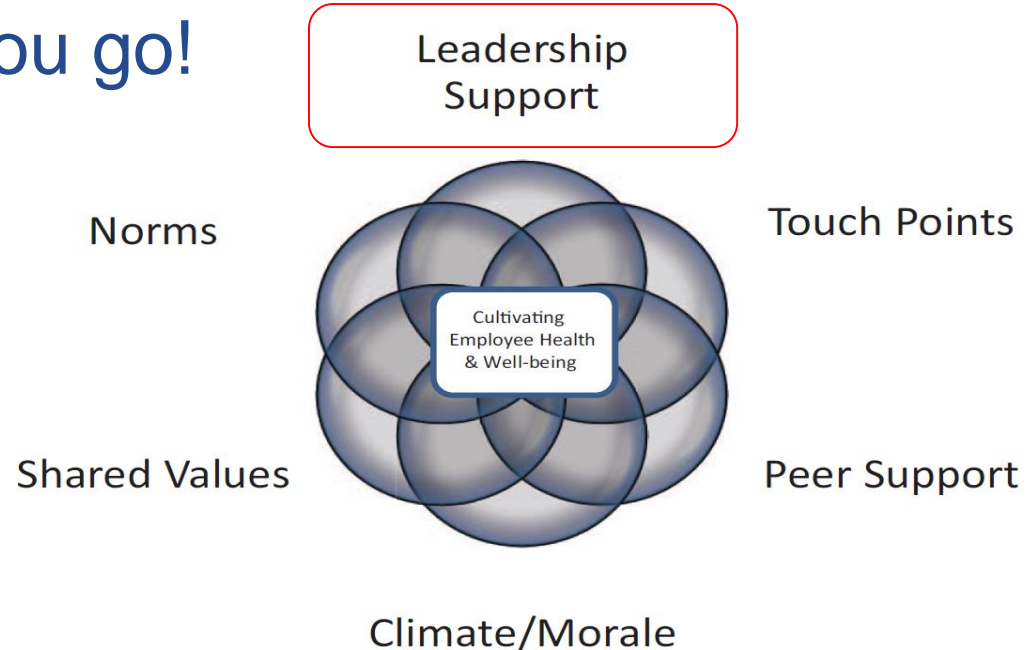


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- Please answer two questions before you go!

- Next session: Opinions Count



Connect with Healthy at Hopkins and the Office of Wellbeing

Healthy at Hopkins

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- healthyathopkins@jhmi.edu

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Additional Wellbeing and Leadership Resources

- LinkedIn Learning
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What Question Do You Have?

