Superpower: Listening
Mark Wavle
Why Listen?

- It meets a **basic need** to be understood
- Builds **connection** and **trust** through empathy
- Is a prerequisite to **influence, negotiation,** and all **real conversation**
Focus

Reduce noise and distractions:

• Devices
• Judgements
• Words
Simple Mirroring

Repeat the last three words
Reflective Listening

• Identify feeling
• Identify thought
• Tentatively reflect
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