



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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