

Listening - The LSD Approach

This model stands for listen, summarize, and dive deeper, a simple yet powerful way to improve your listening skills.

Listen

Be fully present and give your full attention.

Pitfalls: Avoid interrupting, judging, or thinking about your response while the other person is speaking.

Tip: Use non-verbal cues like nodding or maintaining eye contact to show you're engaged.

Dive Deeper

Ask open-ended questions to explore the topic further and discover more.

Pitfalls: Cocktail questions, multiple-choice questions, leading questions, personal curiosity.

Example: "Can you tell me more about why this is important to you?"

Summarize

Reflect on what you've heard to confirm understanding.

Reflect on what the other said and on what you observed (nonverbal communication).

Pitfalls: Avoid jumping to conclusions, sharing your opinion, or focusing on irrelevant details.

Example: "So, if I understand correctly, what you're saying is..." This step shows you've listened and helps clarify any misunderstandings.