

# MANAGER'S MEETING GUIDE

## EIGHT WAYS TO IMPROVE YOUR LISTENING SKILLS

### BEFORE YOUR TRAINING MEETING

<p>1. Schedule your training meeting, and send e-mail, voice mail, or memo to all of your team, informing them of date/time. Also, remind them to complete the week's listening assignment.</p>	<p>Date of training meeting: _____</p> <p>Time of training meeting: _____</p> <p><input type="checkbox"/> I have invited my team.</p>
<p>2. Listen to this week's audio lesson.</p>	<p><input type="checkbox"/> I have listened to "Eight Ways to Improve Your Listening Skills."</p>
<p>3. Key coaching points to remember for this week's training meeting:</p>	<ul style="list-style-type: none"><li>• There are two master keys to recruiting success:<ol style="list-style-type: none"><li>1. Asking means that if you pose enough of the right questions, of the right people, during your sales interviews, you are more likely to gain a lot of accessions.</li><li>2. Listening means that it's absolutely critical for a recruiter to pay attention - careful attention - to what the applicant truly says - and then determine what they really mean by what they said.</li></ol></li><li>• The 8 ways to improve your listening skills are:<ol style="list-style-type: none"><li>1. Listen with your eyes, your mind, your heart and your ears to be truly receptive.</li><li>2. Give your applicant your undivided attention.</li><li>3. Focus on what the applicant says. Avoid trying to figure out what that person is going to say or what you're going to say in return.</li><li>4. Never interrupt – but be very interruptible.</li><li>5. Control outside interruptions and distractions as much as you possibly can.</li><li>6. Get your whole body involved in listening and show that you're truly paying attention. Look the person squarely in the eye, if you're face-to-face.</li><li>7. Never over-react to highly charged words or tones. Hear the person out, then respond.</li><li>8. Make notes of important points. Gather stars.</li></ol></li></ul>
<p>4. Get ready for the training meeting the day before it's going to be held:</p>	<ul style="list-style-type: none"><li>• Make sure the meeting room seating is arranged for group discussion.</li><li>• Be sure to have at least one large whiteboard and/or flip chart with markers.</li><li>• Send an e-mail, voice mail, or memo reminder to your team.</li></ul>

## Topics for Discussion/Action at Your Training Meeting on “Eight Ways to Improve Your Listening Skills”

- One of the most important points in this audio was the statement that “You need to be persuasive about things your applicants tell you that they want to be persuaded about.” What do you think that means? What does that have to do with listening skills?
- Have you ever talked too much during a sales interview? How did you know you were talking too much? What was the result of your interview call?
- Why do you think recruiters are afraid to ask clarification questions like, “What do you mean by that?” or “Could you clarify that for me?”
- How often do you make notes during sales interview? Do you find that your notes help you?
- Which of the eight listening skills do you need to improve on the most? Why do you think these particular skills are a challenge for you?
- What are some techniques YOU use for ensuring that you pay attention to what your applicants are telling you and really hear what they are telling you?

# SALES SUCCESS WORKSHEET

## EIGHT WAYS TO IMPROVE YOUR LISTENING SKILLS

I listened to *“Eight Ways to Improve Your Listening Skills.”*

- Which three listening skills mentioned during the audio do you need to improve on the most?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

- Why do you think these particular skills are challenges for you?

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

- What strategies could you use to improve these skills in the future?

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

- Bring this worksheet to the next training meeting and be prepared to discuss your answers.