



From: Karen Henderson
Date:
To: Recipient
Subject: VeriTalented: Introducing Exciting New Leadership Development Offering for Line Managers

VeriTalented



nudges









Dear Colleagues,

Our employee engagement survey said you'd like more leadership development opportunities.

We're thinking bite-size leadership lessons. To fit busy schedules.

Introducing **nudges!**

- Monthly topics
- Weekly e-mails that "nudge" you to practice a leadership skill
- A variety of quick tips and short activities to mix things up

Listen 	Watch 	Practice 	Read 
Reflect 	Ask 	Make a Note 	Print and Keep 

Strengthen your team. Enhance your results.

Our first topic is "Listen like a Leader," coming soon.

E-mail me feedback along the way. I'll listen, too.

Kind regards,

Karen

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nudges

Hello, Jennifer,

Listen like a Leader: **nudge #1**

Listen to really understand.

Benefits for you, your team, and Verisk:

Build trust. Increase engagement. Empower your team. Make better leadership decisions.

In [The 7 Habits of Highly Effective People](#), Steven Covey identifies five levels of listening.

Listen at level five for the deepest understanding.

The Five Levels of Listening:

- 1 **Ignoring** — You only appear to listen.
- 2 **Pretending** — You pay attention but are easily distracted.
- 3 **Selective** — You listen for what you want to hear.
- 4 **Attentive** — You give sincere full attention, but ultimately you're focused on what's in your head.
- 5 **Empathic** — You connect with what's in the other person's head (and heart) and develop a relationship based on authenticity.

Activities



[Print and Keep](#) the five levels of listening as a reminder.



[Watch](#) Steven Covey explain the five levels of listening (4m 36s).



Practice listening at level five each day this week.

Everyone wants to be heard. **Listen like a Leader.**

The Verisk Talent Team



The FIVE Levels of Listening

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nudges

Hello, Jennifer,

Listen like a Leader: **nudge #2**

Stop, look, and listen.

Tips to deepen your leadership listening:

- Stop what you're doing.
- Give your full attention and make eye contact.
- Move away from e-mail and put aside your phone.
- Ask open questions to elicit full responses.
- Keep quiet to give the other person time to think.
- Paraphrase and summarize to check your understanding.

Activities



Watch these two short videos from Lynda.com:

[Allowing Silence](#) (2m 33s)

[Paraphrasing](#) (1m 54s)



Read these tips on how to summarize and paraphrase.



Practice really focusing on your listening this week and notice the impact.

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Listen like a Leader: Summarize and Paraphrase

When you summarize and paraphrase what you've heard, you confirm your understanding of what the speaker said.

Summarize: Use the speaker's words to restate succinctly the key points you heard.

Example

Speaker: "I have so much work to do today: a report to write by lunchtime for John, a meeting to prepare for, and two spreadsheets to analyze. I just don't know where to start or how I'm going to get it all done."

Listener: "So, you have a meeting, a report, and spreadsheets that need to get done today, and you don't know where to start."

Paraphrase: Use your own words to rephrase the key points you heard. People who are good at paraphrasing will note body language and emotions—and reflect that information too. Paraphrasing allows the speaker to gauge your understanding and offers a chance to confirm or modify your interpretation.

Example

Speaker: "I have so much work to do today: a report to write by lunchtime for John, a meeting to prepare for, and two spreadsheets to analyze. I just don't know where to start or how I'm going to get it all done."

Listener: "It sounds like you have a lot to achieve today, and it feels overwhelming."

When is your next opportunity to practice summarizing or paraphrasing?

Prepare ahead of time for best results!



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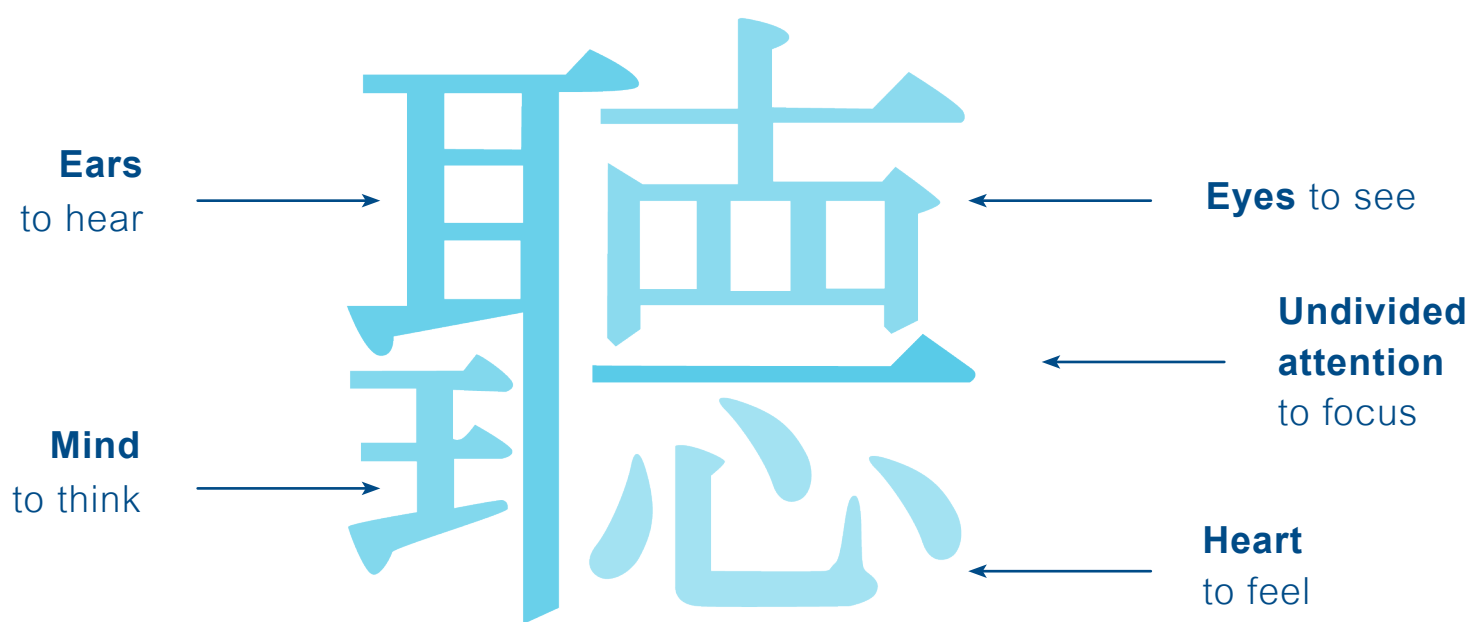
Hello, Jennifer,

Listen like a Leader: **nudge #3**

Practice for progress.

With practice, a new skill becomes a new habit.

This Chinese symbol for listening may help:



Activities



[Print and Keep](#) the Chinese symbol. It will remind you to listen with your whole self.

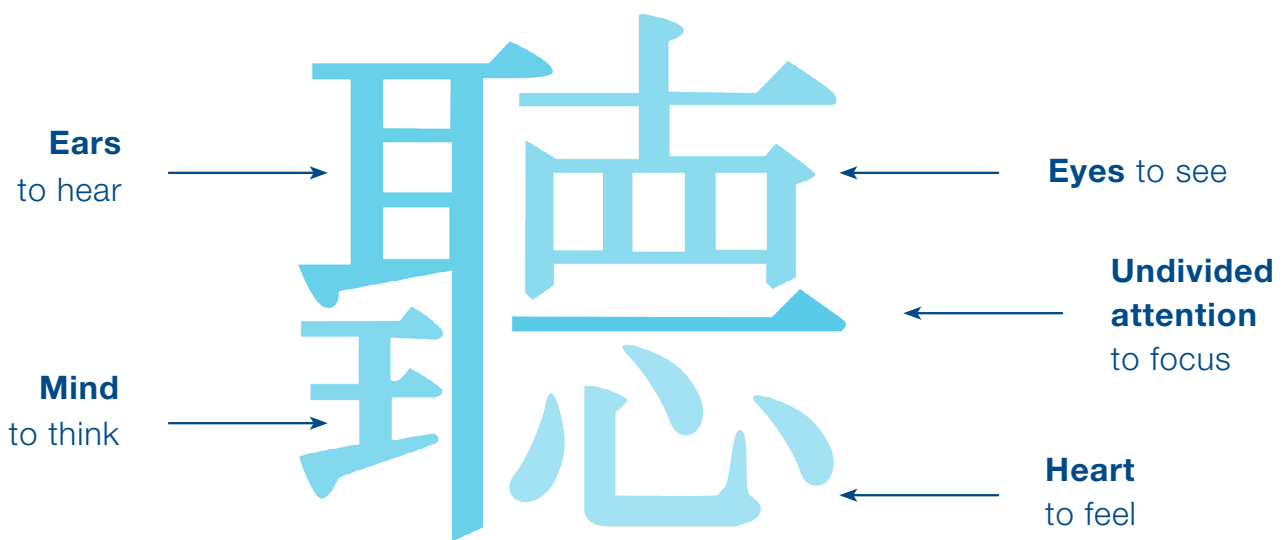


Practice giving the other person your undivided attention when listening.

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nudges

The Chinese Symbol for Listening





From: HR Learning
Date:
To: Recipient
Subject: VeriTalented: Leadership Nudges – Listen like a Leader, Week 4

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Hello, Jennifer,

Listen like a Leader: nudge #4

Reflect.

Have you noticed the impact of focusing on your listening skills?

Have others noticed?

Activities



Reflect on what's worked.



Ask for feedback from those around you.



Make a Note: What will you start, stop, or continue doing?

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From: HR Learning
Date:
To: Recipient
Subject: VeriTalented: Leadership Nudges – Listen like a Leader, Review and Feedback

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Hello, Jennifer,

Listen like a Leader

Review.

Congratulations!

You've completed the first Nudges leadership topic, **Listen like a Leader**.

In a few weeks, look for our next leadership Nudge: **Leader as Coach**.

Activity

Send us feedback. [Three quick questions](#). Here's what you'll see:

- 1 Were the Nudges useful? **Yes No**
- 2 What one thing are you doing differently as a result of this month's Nudges?
- 3 What topics should we cover in future Nudges?

Thank you.

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