

# Just Shut Up and Listen! (Please)

It pays off!  
Christina Rowe, MSOL







#collaborativeteam  
#alwaysgrowing

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hello

---

my strength is:

---

(a positive word to describe you)

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What do you hear as a compliment often?

What area do your friends ask for you're your advice?

What are positive words people use to describe you?

**Hello my strength is....**



## Turn to a neighbor...

- Take turns
- What do you prefer to be called?
- What do you get paid to do?
- What is the Strength you contribute and how does it help the team you're on?





**What did you learn?**

**Could you hear what was important?**

**On your team how could that strength be leveraged?**



**Sometimes we all need to  
just shut up to hear the  
really important  
information... Such as needs  
in the workplace.**



# Needs

Recognition (**Seen/Heard**)

**Valued** (Respect / Appreciation)

**Safety**

Mastery

Belonging / Connection

To Matter

Contribution

Order

Balance



**What is the  
benefit of knowing  
the need?**



# Listen for Needs

Can not hear the underlying need if talking

Miss opportunities by listening to answer

Listen for language pointing to certain needs

Allow space for others to opt in to fulfilling the needs

Don't get stuck on tactics

# What language might point to a need?

- Stretch
- Write words that you might hear for each need
- Discuss with your group what needs you think are most common in your workplace

# Ask questions...

Have you asked them about their Need?

Ask more questions

Do not get stuck in tactics, instead focus on need so there is space to meet it.







# Remember to shut up and listen because...

Strengths can be understood and leveraged better

Needs are able to be heard

Creates more space for buy-in (removing less pressure on leadership!)



# Questions?

