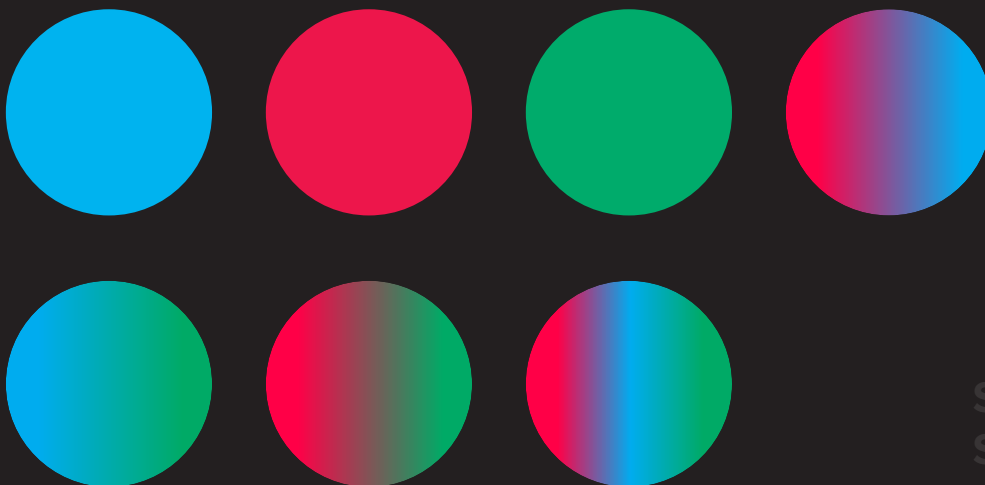


# LISTENING

How to listen to different types of people

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# Listening to BLUES

Working effectively with Blues means you will need to understand what they are saying. Listening well to Blues will ensure that they feel heard, and know that you appreciate them and their intent to help. When you are listening, and engaging in dialogue, keep these points in mind:



When listening, interpret through the lens of who they are trying to support.



Don't mistake kindness for weakness; they are really trying to help.



Be receptive, open, and genuine. Thank them for their help or contributions.

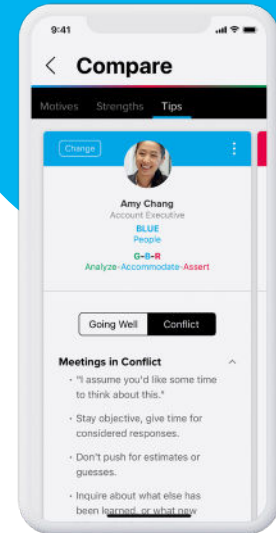


Don't be abrupt. Don't discount others feelings about things.



Take the time to ask how they feel about things.

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# Listening to REDS

Working effectively with Reds means you will need to understand what they are saying. Listening well to Reds will ensure that they feel heard, and know that you understand what they are trying to do. When you are listening, and engaging in dialogue, keep these points in mind:



When listening, interpret through the lens of their ultimate goal or objective.



Don't mistake directiveness for being controlling; they just want to make something happen.



Be energetic, direct, and focused on results.

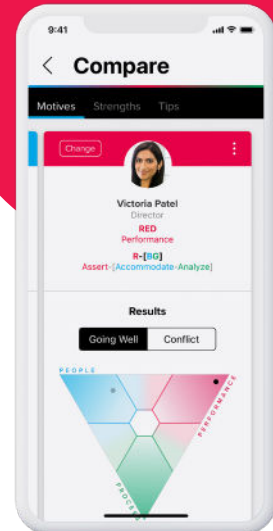


Don't waste time. Don't revisit past decisions unless absolutely necessary.



Keep a brisk pace. Always look ahead to what might be coming up next.

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# Listening to GREENS

Working effectively with Greens means you will need to understand what they are saying. Listening well to Greens will ensure that they feel heard, and know that you understand the reasoning behind their statements. When you are listening, and engaging in dialogue, keep these points in mind:



When listening, interpret through the lens of underlying principles or logic.



Don't mistake silence for disinterest; they are waiting to understand completely before offering input.



Be calm, clear, complete, and correct.

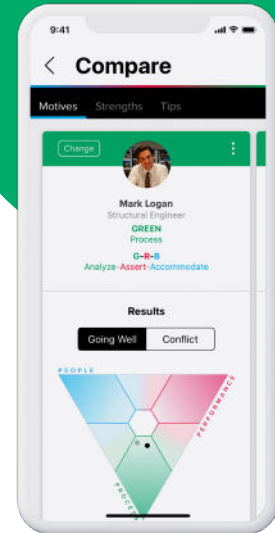


Don't push for estimates, guesses, or quick decisions. Don't bend the rules.



Allow plenty of time for consideration. Be comfortable with periods of silence.

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# Listening to RED-BLUES

Working effectively with Red-Blues means you will need to understand what they are saying. Listening well to Red-Blues will ensure that they feel heard, and know that you appreciate their efforts on behalf of others. When you are listening, and engaging in dialogue, keep these points in mind:



When listening, interpret through the lens of how they are trying to build up other people.



Don't mistake their advice as commands; they are enthusiastic about what they think you should do.



Be enthusiastic, considerate of others, and focused on action.

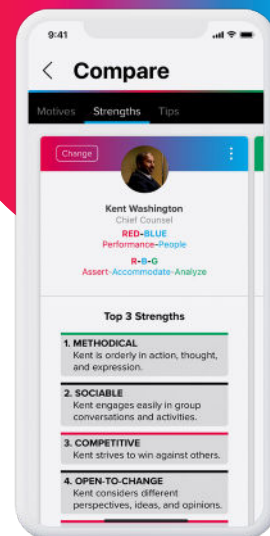


Don't overwhelm with details. Avoid extensive analysis or explanations.



Show a sense of urgency when others are in need. Quickly do what seems best.

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# Listening to RED-GREENS

Working effectively with Red-Greens means you will need to understand what they are saying. Listening well to Red-Greens will ensure that they feel heard, and know that you understand what they see as the most logical course of action. When you are listening, and engaging in dialogue, keep these points in mind:



When listening, interpret through the lens of how things fit with the bigger strategy.



Don't mistake comments about problems as resistance; they are trying to identify and solve issues so things will be more efficient.



Be direct, logical, assertive, and objective.

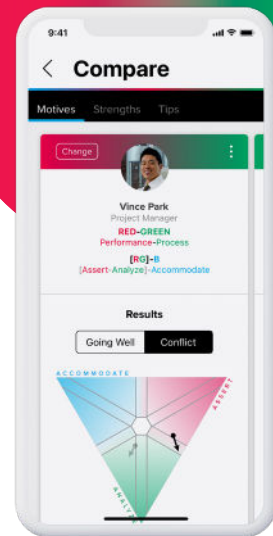


Don't prioritize emotion over reason. Avoid small-talk until the main topics are covered.



Take time to clarify goals. Move quickly when plans are clear.

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# Listening to BLUE-GREENS

Working effectively with Blue-Greens means you will need to understand what they are saying. Listening well to Blue-Greens will ensure that they feel heard, and know that you understand the principles that guide them. When you are listening, and engaging in dialogue, keep these points in mind:



When listening, interpret through the lens of security and predictability.



Don't mistake caution for unwillingness; they want to identify risks so they can give you appropriate warning.



Be calm, caring, complete, and compassionate.

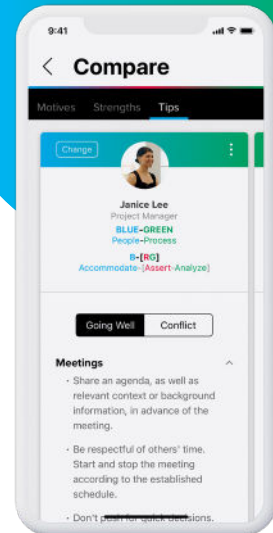


Don't push too hard. Don't surprise them with last-minute changes.



Take time to consider the implications of decisions and how they will affect others.

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# Listening to HUBS

Working effectively with Hubs means you will need to understand what they are saying. Listening well to Hubs will ensure that they feel heard, and know that you want them to be included. When you are listening, and engaging in dialogue, keep these points in mind:



When listening, interpret through the lens of how they are trying to maintain future flexibility.



Don't mistake their consideration of options as being indecisive; they don't want to get locked into a set course of action.



Allow or encourage moments of fun and spontaneity.



Don't restrict options or cast options in mutually exclusive terms.



Compare diverse perspectives, and don't force a decision unless time is of the essence.

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