

Good Listeners

As the leader of a team or organization, you are the chief communicator. That is a reminder I always give to associates attending the *Life Care Journey* orientation program. You set the tone for communication.

John C. Maxwell, author and developer of leaders, writing in *Leadership Promises for Every Day*, says, “A leader’s communication must be consistent, clear, and courteous.” But then he adds, “Leaders must be good listeners.”

He is right. Too often, we think of leaders as doing most, if not all, of the talking – sharing a vision, developing and enunciating policy, and giving direction. Maxwell points out, however, that when leaders don’t listen ...

- They stop gaining wisdom.
- They stop “hearing” what isn’t being said.
- Team members stop communicating.
- Their indifference begins to spread to other areas.



“Ultimately,” Maxwell declares, “poor listening leads to hostility, miscommunication, and a breakdown of team cohesion.”

Maxwell suggests a 360-degree review; ask for feedback concerning your ability and willingness to listen from your boss or mentor, your colleagues, and your subordinates.

Listen now to my voice; I will give you counsel, and God will be with you (Exodus 18:19).

– Beecher Hunter