

WAIT TOOL

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WAIT.

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Let's remind ourselves what WAIT is.

W.A.I.T (*SPELL*)

WAIT is an active Listening Tool to improve your Communication and Listening Skills.

When people are communicating, they have a tendency to ask questions and on some occasions they fail to listen intently to the answer.

There are a number of reasons for this:

- They are thinking that they know what the response is going to be
- They quickly decide that the answer is not what they want to hear
- They are thinking about their own response
- OR, they are eager to put their own point across and therefore talk over the person trying to answer the question

Famous author Stephen Covey who wrote "The 7 Habits of Highly Successful People" coined the phrase:

"Seek first to understand, then to be understood".

The technique is quite simply to ask yourself...

"wait... why am I talking!"

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Remember... if you are talking... you are NOT listening...

Try this in your next team meeting, see how much more you learn.

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Now where do we use it?

A good example of where to use the wait technique is during performance appraisals.

It is important to get the person's own view of their performance.

The way to do this is ask questions and then WAIT.

A rule of thumb is a Manager should talk 20% of the time and a team member should speak 80% of the time.

This requires you to constantly challenge yourself and ask... "Why am I talking". In these situations YOU need to WAIT in order to maximise your ability to appraise, coach, negotiate, deal with conflict and also influence employees to higher levels of performance.

Every interaction with your team, provides an opportunity to implement this technique.

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[Call to action]

So here is what I want you to do.

At your next communication, I recommend you ask a question and then WAIT.

So constantly ask yourself... "WHY AM I TALKING".

Guys try it, it works.