

The Leader's Code

The Green Porsche

Roundtable Discussion #1

We can't assume that just because we say something to someone, they understand exactly what we mean. Words, tone of voice, facial expression, and body language do not have meaning on their own. People attach meaning to them.

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Roundtable Discussion #2

Many people think being able to speak well is the most important communication skill and listening takes second place. But to really understand what someone else is thinking we need to listen more and talk less.

[Chapter 9, Page 88-89]

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Roundtable Discussion #3

Emotions play a part in communication. They allow us to put ourselves in other people's shoes. As discussed in this chapter, this is called empathy and it's a quality that can be developed by taking a genuine interest in other people. Do not confuse empathy with giving approval or simply agreeing with another person's point of view.

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Roundtable Discussion #4

Open listening builds trust. Here we listen to learn. We listen without judgement. We don't assume we know what others are going to say. Listening to learn means listening for only one thing – a better understanding of where the other person is coming from.

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Roundtable Discussion #5

Most of us have learned not to listen. With so much background noise in the world, we have to pick what gets our attention. Tuning out has become a habit and we sometimes forget to tune in again. Listening is work, but it is worth the effort.

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Roundtable Discussion #6

Sometimes people fly off the handle when they hear bad news. If you want to be kept in the know, stay calm. Let the people around you know that you want the facts, whether they are good or bad.

[Chapter 9, Page 93]