

Power Listening

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A Model for Responding to Criticism

I. Get more information

**STEP
1**

Active Listening—Nonverbal curiosity and paraphrasing

Nonverbal Attention—A Posture of curiosity

Paraphrasing—Listening to the message, reflecting it back; discovering speaker's intent

**STEP
2**

Ask for Details—Requesting clarifying information

**STEP
3**

Guess—When a speaker can't think of a specific, you come up with one.

II. Agreement—Seek out agreement, wherever it exists

**STEP
4**

Agree with Facts—Be explicit in your agreement

**STEP
5**

Agree with Critic's Perception—Acknowledge the critic's perception is reasonable.