

MEDIOCRE TEAMS

Practice Unproductive Speaking & Listening Techniques

OBJECTIVE:

To discover how you filter or screen what is said and recognize that what you hear is not always the whole story; to recognize that these same filters influence your actions, how you speak, how you make decisions, and how you interact with other people.

BENEFIT:

Create more awareness about how problematic listening filters adversely influence effective communication and diminish team success.

PROBLEMATIC FILTERS

<u>ROLE</u>	POINT OF VIEW	EXAMPLE
Complainer	I hear what's wrong, why things won't work.	Different day, same old shit.
Defender	I hear (and find) implied accusations about things being "my fault".	Don't blame me, I did my part.
Accommodator	I hear ways to adjust and adapt to other's wishes (it's the path of least friction).	They really want me to, I guess I will.
Skeptical Cynic	I hear problems that don't seem to have any real solutions.	It'll never work, people are already too busy.
Poor Me	I hear how I don't get what I want (and get what I don't want).	No one ever listens to my ideas.
Martyr	I hear that I have to do things I don't want to do (and then I hold a grudge).	It's always me that...
Excuser	I have a good reason for why I never quite come through.	If the other's had done their part everything would be fine.
Gossip	I listen for other people's shortcomings and focus on that.	Can you believe this!...
Know-It-All	I listen for mistakes in the speaker's analysis so I can correct them.	I told you this would happen.
Driver	I listen for opportunities to keep the pressure on.	Why isn't it done? Why did you do it that way?
Blamer	I listen for who (other than me) is at fault and make sure they (or it) are identified.	The computer center was down for hours.
Pacifier	I listen to smooth things over so no one will get upset.	I won't mention it, they'll just get upset.
Uninvited Fixer	I listen for problems and then step in to fix them.	I know exactly what you need.
Questioner	I listen for what everyone else wants first then find out where I fit.	I don't want to rock the boat here.