



The Listening Leader: Powerful New Strategies for Becoming an Influential Communicator

Richard M. Harris

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In today's complex, fast-paced, high-intensity organizations, effective communication is paramount. But all too often, messages are misinterpreted, ignored, or missed altogether?stifling creativity, dampening morale, and even threatening achievement of basic goals. Harris's book is about improving communication by focusing on listening, and, in the process, developing more effective leadership skills throughout the organization. It explores ways in which managers and employees alike can elevate listening to the level of influence-to maximize conversational value and relationships through response and feedback.

The Listening Leader integrates insights from management and psychology to offer practical techniques for overcoming common barriers to effective listening. With tips for keeping listening sharp and advice for boosting memory and recall, Harris provides readers with the tools to engage in much more productive dialogue with colleagues, supervisors, employees, and customers, as well as within relationships beyond work. *The Listening Leader* demonstrates that turning listening from a passive, compliant activity into an active, influential one contributes to more dynamic, trusting, collaborative, candid?and profitable?relationships through which everyone benefits.

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