

## ARTICLE 3

### **Unproductive Patterns of Listening Solution Listening**

Another pattern of unproductive listening occurs when we view ourselves as great problem solvers, ready and eager to help and give suggestions to others. We have probably even been hired for a position because we are such great problem solvers. This ability, this behavior, interferes with our commitment to listen fully because we are searching for the right solution for someone else.

In committed listening, however, solution finding interferes with understanding the situation from the client's perspective. As we solution listen, we often filter by listening to some things and not to others, paying attention to only those ideas that support the solution approach we see. We filter when we hear what we want to hear or what supports our point of view, but not necessarily the point of view of the speaker. As our attention gets focused on preparing the way we are going to present a solution or on rehearsing what we are going to say, we have again stopped listening.

Stephen Covey asks, "Are we listening to understand or to reply?"

The following are a few examples of solution listening thoughts or words:

- "Why doesn't she see that will never work...She is going to have to make sure of these things..."
- "I would never write a letter of resignation under those circumstances. He needs to write to the personnel director and make sure that he knows about this situation and say..."
- "If she would just stop talking; I need to make her see the need for more stakeholder involvement."

Kee, K. (2017). *Results coaching next steps: Leading for Growth and Change*. Corwin A SAGE Company.