

3.3: Next step

- Steven Covey in his book *The Seven Habits of Highly Effective People* tells how the CEO of a multinational corporation with 35,000 employees came to acknowledge the importance of listening: ‘He said, “My wife told me that I don’t listen to our daughter.” After he honed his listening skills, he and his daughter grew closer, and he realized the value of listening as applied to business.’
- When we listen, we demonstrate that we are paying attention to the thoughts, feelings, and behaviors of the other person (seeing the world through their eyes). This increases our capacity to influence, motivate, develop, or serve people effectively.

Our listening skills will be a useful tool in the business meetings we'll practice next.

3.3: Next step is shared under a [not declared](#) license and was authored, remixed, and/or curated by LibreTexts.