

The Forgotten Charismatic Leadership Skill: Listening Aggressively

“When it comes to charismatic leadership the bottom line is other-mindedness.” ---John Maxwell

Use these four Listening Aggressively Skills Steps (**The acronym is: R.P.S.A**) to be the 'left-hand' - 'other mindedness'- charismatic leader:

- **R. Reflect - Verify and Clarify**

Example from Cynthia and Bob scenario: *“So, you’ve decided you’re not interested in this business idea?”*

Reflecting demonstrates listening and invites me to say more. This lowers resistance in the person who’s speaking – because like me they’re usually bracing for, or dreading, an argument.

- **P. Probe- Ask Clarifying Questions to Understand.**

Example from Cynthia and Bob scenario: *“Do you mind if we ask a few questions, we’d love to get your thoughts...” “What did you think about...?”*

Once I felt they heard me and were not trying to manipulate me, I relaxed and we got into sharing ideas, problem solving and an honest exchange of insights.

- **S. Supporting- Demonstrate Understanding**

Example from Cynthia and Bob scenario: *“Gosh, we’re disappointed. But we understand. This has to be your decision.”*

You can show understanding even if you disagree, you can almost always gain and express understanding of the other person's viewpoint. If you’ve been sincere you can then, successfully, move to the next step.

- **A. Advising - Provide Facts, Making a Recommendation**

Example from Cynthia and Bob scenario: *“We fully respect your decision. We did want to share that our investor confirmed this morning that he’s on board and is investing x amount.”*

If you advise too early, the person stays in resistance and just digs in their heels, no matter how true and great your advice or new information is. But if resistance is gone, like in my scenario, I’m not pushing any more, my feelings have ‘blown through,’ I can now hear this very good news. And I’m now ready to participate.

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