

## Chapter 8

### Activity 2: Listening

Find a partner.

#### Partner A

Think about those people in your life who really listen to you when you are speaking. What is it about them that is different? Begin the conversation by saying:

“If I had to list all of the best listeners in my life, at the top of the list I would put...”

Then continue the conversation by telling your partner why you chose this person.

#### Partner B

Your partner will begin by describing some of the best listeners in her or his life. **Be There** while your partner is speaking. Then add some of your own examples.

After a while, take out a piece of paper and brainstorm:

- Qualities of great listeners in your life
- Qualities of a poor listener in your life (no need to name names, just qualities)

Discuss how these qualities affect your work or personal life.

### **Group Discussion**

The fish guys are fully present at work, focused on what others need from them. **What can they teach us about being there for each other and our customers?**

### **Journal Activity**

What are some ways you will **Be There** more for your team members and guests, as well as family, friends, and others?