Leaders Who Library Book Discussion:

You’re Not Listening: What You’re Missing and Why It Matters by Kate Murphy

- **What was the most surprising thing you learned about listening?**
  - “I learned that I need to listen more and talk less.”
  - “I was really taken with the concept that listening is one of the most useful tactics in conflict resolution/crisis management.”

- **Major themes:**
  - Avoid Shift Response
    - “I need to work on that shift response. I feel like I’m on auto pilot lots of times.”
  - Asking Good Questions
  - Device Distraction
  - Limits of Listening
    - “Talked about the improv concept, getting out of your head and not anticipating what someone is going to say next.”
    - “Shift response is challenging, the way to build connection is to prove similarity/understanding. It’s not the best shorthand, try to ask a question first to get their idea of what happened.”
    - “I find that lots of times I think I’m listening but what I’m really doing is patiently waiting to talk.”
    - Gender roles play part, people assume women may be better listeners.

- **Big Message:** “Focus less on information and efficiency and more on the experience of being experienced.”

- **Who is the best/worst listener in your life? What makes that person a good/bad listener?**
  - Some of our worst listeners may not be coming with curiosity. Trying to allow someone who maybe you had a negative interaction with that same curiosity.
  - A good listener is someone who considers what someone said rather than immediately responding.
  - Someone who is more introverted may be planning what they’re saying so that can be challenging to the listening piece.
  - Respond in the moment if you can.
  - “This book really made me reevaluate the value of a good, healthy pause.”
  - “I feel like Zoom has helped to slow things down.” Zoom maybe is helping people remember to wait for someone to finish speaking.

- **Do you find some situations or environments more or less conducive to listening than others?**
  - “I do think phones can be a distraction, even if you are trying to be the listener. So, when a phone lights up it makes you less present.”
  - “I feel like I have to have my phone available more in the pandemic, because so many of my staff are teleworking and I have to be reachable. Whereas before they could just find me at my desk”
“Phones can be competing for your attention.”
Someone mentioned being in a group chat. “Text has taken on a different and more intimate tone. Being in person would have made each other talk over each other. When someone reaches out via text, you kind of have to read/listen.”
“COVID created a pause for us, so it makes you think more about that “pause” was built in.”

- Do you think that listening is a skill you are born with or one you develop?
  - Attachment theory concept. “Understanding your attachment style is a helpful way to understand how you tick.”
  - “A supervisor used to keep silly putty; you could have something tactile to fidget.”
  - “At big meetings, pre-pandemic, my library would have coloring sheets available for everyone.”

- Are there certain topics of conversation that make you more or less likely to listen?
  - “Hearing about the same issue at meetings for the umpteenth time” (less likely to listen)
  - “The question, “do you remember so and so, I saw them at the grocery store?“” (less likely to listen)
  - “Hearing about things that do not impact you” (less likely to listen)
  - “When customers talk about politics, end up having to feel like you need a neutral response.” (makes listening stressful)

- Do you recall a time when you didn’t listen but wish you had?
  - “I wish I had listened closer to my mom as a teenager. I didn’t realize it at the time, but she was really opening up in a way that she doesn’t often.”
  - Talked about not listening to a child talking about food being bad -- remembering that you can still practice listening with those younger than us.

- Recall a time when you were glad you listened?
  - “People sometimes are hoping you read between the lines. Listening more to what someone is not saying, especially over the last year.”

- When do you think it’s okay to stop listening to someone?
  - “When people aren’t respecting our boundaries – if you said you didn’t have time to listen and someone wants you to anyway, it’s ok to exit.”
  - “On the extreme other end, someone wants something from you. - they’ll go on and on about it, so they end up taking up a lot of space. Setting a boundary that in order to continue, you have to ask the person to listen to you.”
  - Later in the book the author did bring up that, most of the time, “I don’t have the time to talk” means “I don’t have the time to listen.”

**Division Updates:**

- **MLA/DLA Conference 2021 Updates:** LDD-sponsored Conference programs include:
  - I Can Be Perfect, I Promise! Presented by Wyatt Rush Fertig on Tuesday, May 4th 3:15-5:15 PM
  - Imposter Syndrome presented by Dr. Lisa Orbe-Austin on Thursday, May 6th 9:00-10:00 AM
  - Colleagues, Collaborators, & Friends presented by Chelsea Shockley and Paula Mitchell on Thursday, May 6th from 2:00-4:00 PM
• Leaders Who Library Book Club:
  o Our next book choice is *Grit: the Power of Passion and Perseverance* by Angela Duckworth.

Our next meeting is Thursday, March 11, 2021 at 1:30-3:30 PM.