

CONTENTS

Author's Note and Acknowledgments vii

Foreword xi

(((Listen Up!)))

1	Listening Is Worth the Effort	11
2	What Kind of Listener Are You?	18
3	Respect Your Conversation Partner	27
4	How to Keep Quiet—Most of the Time	39
5	Challenge All Assumptions	52
6	Keeping Your Focus	66

(((Sorting the Chaos)))

7	What Is the Mandate?	87
8	What Is the Plan?	97
9	What Is the Team?	110

10 How Will We Get It Done?	123
11 Is It Getting Personal?	135
(Reaping the Benefits)	
12 Connecting Better <i>Listening</i> to Better <i>Judgment</i>	153
13 Changing Your Organization through Listening	163
<i>Conclusion: What to Do on Monday Morning</i>	175