



The Principal's Note

Empowering Leaders to Elevate Learning



10 Listening Mistakes Leaders Make *and What To Do Instead*

A quick leadership audit inspired by
**Listening Leadership: How Listening
Builds Trust, Culture, and Achievement**

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Every leader can hear, but not every leader listens.

✕ Mistakes	✓ Do Instead
Talking more than you listen	Ask 3 questions before giving 1 answer. Let others fill the silence.
Multitasking while someone's speaking	Give full attention or reschedule respectfully. Presence is the highest form of respect.
Jumping to fix instead of understanding	Say: "Tell me more about what you've noticed." Pause before offering a solution.
Only listening to people who agree with you	Seek out your truth-tellers and dissenters—they expand your perspective.
Treating surveys as a formality	Close the loop: "You said ___, we did ___." Action builds trust.
Avoiding hard conversations	Use the FFS method (Facts–Feelings–Solutions). Facts first, feelings next, then solve together
Thinking "no news is good news"	No feedback means silence, not satisfaction. Build systems that invite voice.
Ignoring nonverbal cues	Watch for tone, pacing, and body language—they often speak louder than words.
Taking feedback personally	Feedback is data, not judgment. Filter emotion, extract insight, then decide.
Listening without documenting	Use reflection logs or O3 templates to track insights, follow-up, and growth.



Pro Tip

Listening is not passive—it's leadership in motion. The more you document, reflect, and act on what you hear, the faster your culture, communication, and credibility grow.

BONUS

Reflective Prompt

Before your next meeting, ask yourself:

"Who do I need to listen to most today—and what might they need me to hear?"

Want to turn better listening into better meetings?

Grab the \$9 workbook: *Meeting Notes That Matter — Templates for Leaders Who Listen.*

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Small listening shifts. Massive leadership results.