



CONFERENCE: Nov. 15-18, 2021
TRADE SHOW: Nov. 16-19, 2021

IAAPA.org/IAAPAE expo



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Leadership Development: The Lost Art of Listening

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Matt Heller - Performance Optimist

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I can't cure COVID-19, nor can I make up for the work or events you'll miss as a result of closures and cancellations.

What I CAN do is help you spend your new and unintended downtime wisely!

The link below will allow you to sign up for a FREE 30 minute call... we can chat about leadership, roller coasters, hand washing techniques or anything NOT related to COVID-19! It's truly up to you!

And the best part is, we're following proper "social distancing" protocols!

So just click the link, sign up, and we'll chat!

<https://calendly.com/matt-810/30min>



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test

How well were you listening?

Where is Dr. Rick Bommelje from?

- Winter Park, CO
- Winter Park, FL
- Chagrin Falls, OH

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Where is Dr. Rick Bommelje from?

- Winter Park, CO
- Winter Park, FL
- Chagrin Falls, OH

How well were you listening?

What app did I use to schedule the calls?

- Scheduler
- Outlook
- Calendly

How well were you listening?

What app did I use to schedule the calls?

- Scheduler
- Outlook
- Calendly

How well were you listening?

Who signed up for the calls?

- Friends
- Romans
- Countrymen

How well were you listening?

Who signed up for the calls?

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How well were you listening?

According to the employment lawyer, you have a right to be human.

- True
- False

How well were you listening?

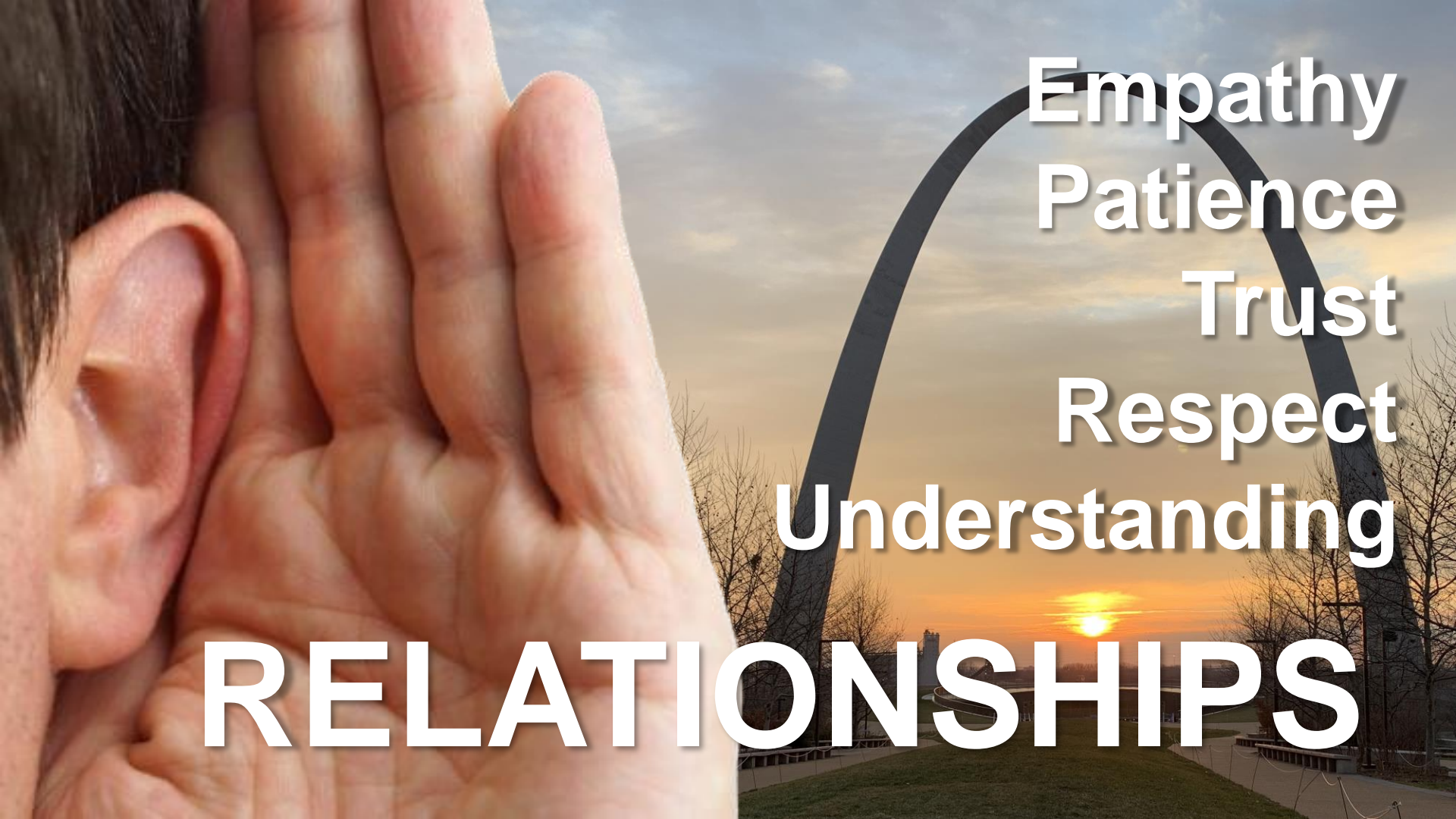
According to the employment lawyer, you have a right to be human.

- True
- False



**Why were
you
successful?**





Empathy

Patience

Trust

Respect

Understanding

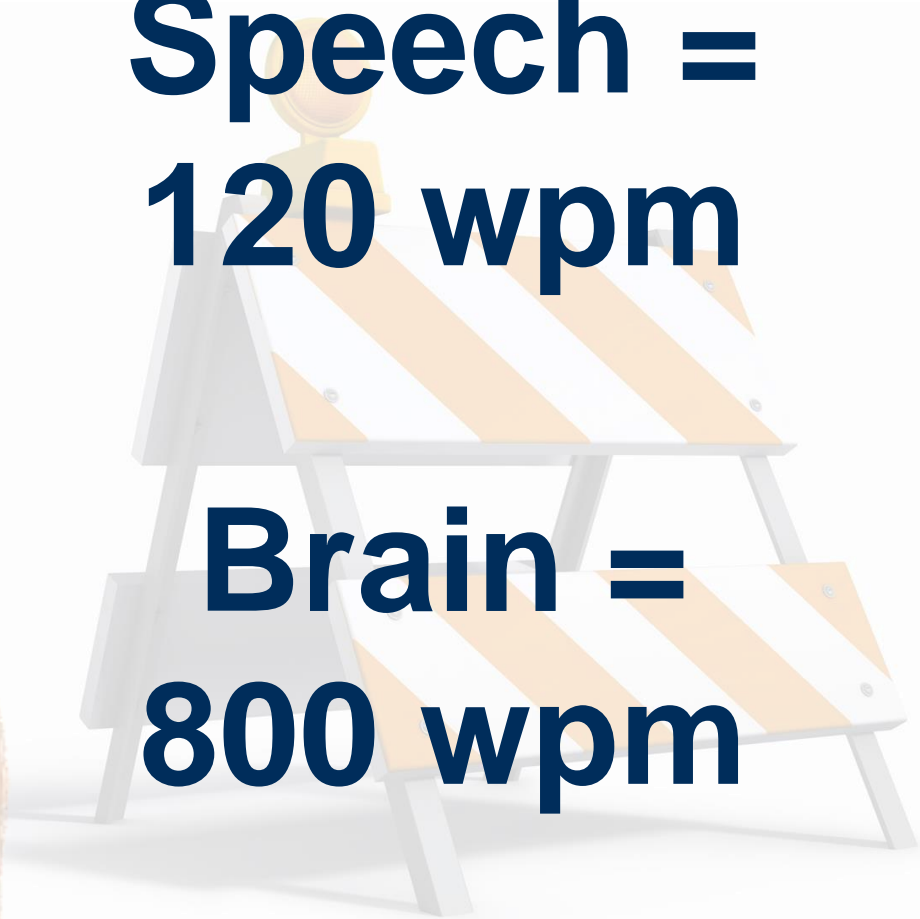
RELATIONSHIPS





**Speech =
120 wpm**

**Brain =
800 wpm**



Distractions

Assumptions



A thing that is accepted as
true or as certain to
happen, without proof.



Assumptions

Challenge your assumptions

You don't have all the information

Multitask

Assumptions

Distractions

Assumptions



When we listen





Empathy
Patience
Trust
Respect
Understanding





Your challenge:

**LISTEN like your
life, job, team,
business &
relationships
depend on it.**

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