

Weekly Wisdom

Grow the Green for You and Your Team



“People may forget what you said — but they will never forget how you made them feel.” — Carl W. Buehner

“That’s nice.”

Have you ever shared good news with someone, only to have them simply say, “That’s nice”? Or worse, they say nothing at all. Or even worse than that, they say something that makes you feel completely deflated and doubtful.

When we want to make someone feel heard and cared for, we practice something called **“active constructive listening (ACR).”** This type of listening conveys interest and enthusiasm, “asks questions that help to almost re-experience the moment,” and “the conversation is a pleasant and joyful one for both participants.”

People commonly respond to good news in 3 additional ways:

Passive Destructive responses convey disinterest. *“What’s for lunch?”*

Passive Constructive responses convey very little enthusiasm, your news is no big deal. *“That’s nice.”*

Active Destructive points out the problems with the good news, a total joy killer. *“Why would you want to do that? No one likes that job.”*

ACR has huge benefits for both you and your relationship with others.