



EPISODE RECAP: MARCH 11, 2005

THE APPRENTICE | 9/8 PM THURSDAY | NBC

RECAP:

Last night was a great example of how a team's failure can fall on the shoulders of one person. If you listened to what happened in the board room, you would think John got fired because he was a poor negotiator, but in truth, John got fired because he DID NOT LISTEN. He didn't listen to his teammates, he didn't listen to the stars, HE JUST DID NOT LISTEN.

STEPS:

JOHN WAS IN TROUBLE FROM THE BEGINNING, BUT PEOPLE CAN IMPROVE THEIR LISTENING SKILLS. HERE ARE SOME TACTICS TO HELP YOU LISTEN.

1. LET OTHERS SPEAK

When someone else is talking, keep your mouth closed. Pay attention to what they are saying. Prepare to paraphrase.

2. PARAPHRASE

Reflect back to them what you heard them say. You can't fake paraphrasing. If you're doing it right, you must be listening.