

}essentials{

Alexander Häfner · Sophie Hofmann

Listening for Managers

How to Lead More Effectively
Through Good Listening Skills



Springer

essentials

Springer essentials

Springer essentials provide up-to-date knowledge in a concentrated form. They aim to deliver the essence of what counts as “state-of-the-art” in the current academic discussion or in practice. With their quick, uncomplicated and comprehensible information, *essentials* provide:

- an introduction to a current issue within your field of expertise
- an introduction to a new topic of interest
- an insight, in order to be able to join in the discussion on a particular topic

Available in electronic and printed format, the books present expert knowledge from Springer specialist authors in a compact form. They are particularly suitable for use as eBooks on tablet PCs, eBook readers and smartphones. *Springer essentials* form modules of knowledge from the areas economics, social sciences and humanities, technology and natural sciences, as well as from medicine, psychology and health professions, written by renowned Springer-authors across many disciplines.

Alexander Häfner · Sophie Hofmann

Listening for Managers

How to Lead More Effectively
Through Good Listening Skills

Alexander Häfner
Personalentwicklung, Würth Industrie
Service GmbH & Co. KG
Bad Mergentheim, Germany

Sophie Hofmann
Personalentwicklung, Würth Industrie
Service GmbH & Co. KG
Bad Mergentheim, Germany

ISSN 2197-6708
essentials

ISSN 2731-3107

Springer essentials

ISBN 978-3-662-67623-3

<https://doi.org/10.1007/978-3-662-67624-0>

ISSN 2197-6716 (electronic)

ISSN 2731-3115 (electronic)

ISBN 978-3-662-67624-0 (eBook)

© The Editor(s) (if applicable) and The Author(s), under exclusive license to Springer-Verlag GmbH, DE, part of Springer Nature 2023

This work is subject to copyright. All rights are solely and exclusively licensed by the Publisher, whether the whole or part of the material is concerned, specifically the rights of translation, reprinting, reuse of illustrations, recitation, broadcasting, reproduction on microfilms or in any other physical way, and transmission or information storage and retrieval, electronic adaptation, computer software, or by similar or dissimilar methodology now known or hereafter developed.

The use of general descriptive names, registered names, trademarks, service marks, etc. in this publication does not imply, even in the absence of a specific statement, that such names are exempt from the relevant protective laws and regulations and therefore free for general use.

The publisher, the authors, and the editors are safe to assume that the advice and information in this book are believed to be true and accurate at the date of publication. Neither the publisher nor the authors or the editors give a warranty, expressed or implied, with respect to the material contained herein or for any errors or omissions that may have been made. The publisher remains neutral with regard to jurisdictional claims in published maps and institutional affiliations.

This Springer imprint is published by the registered company Springer-Verlag GmbH, DE, part of Springer Nature.

The registered company address is: Heidelberger Platz 3, 14197 Berlin, Germany

What You Can Find in This *essential*

- In this *essential*, we explain why good listening is an important leadership skill.
- Using examples and practical tips, we illustrate how good listening can be achieved in daily leadership work.
- We address the particular challenges for good listening posed by increased work from home and the often high number of online meetings.
- In addition to suggestions for direct leadership work, we provide recommendations for designing organizational framework conditions to promote good listening in companies.