

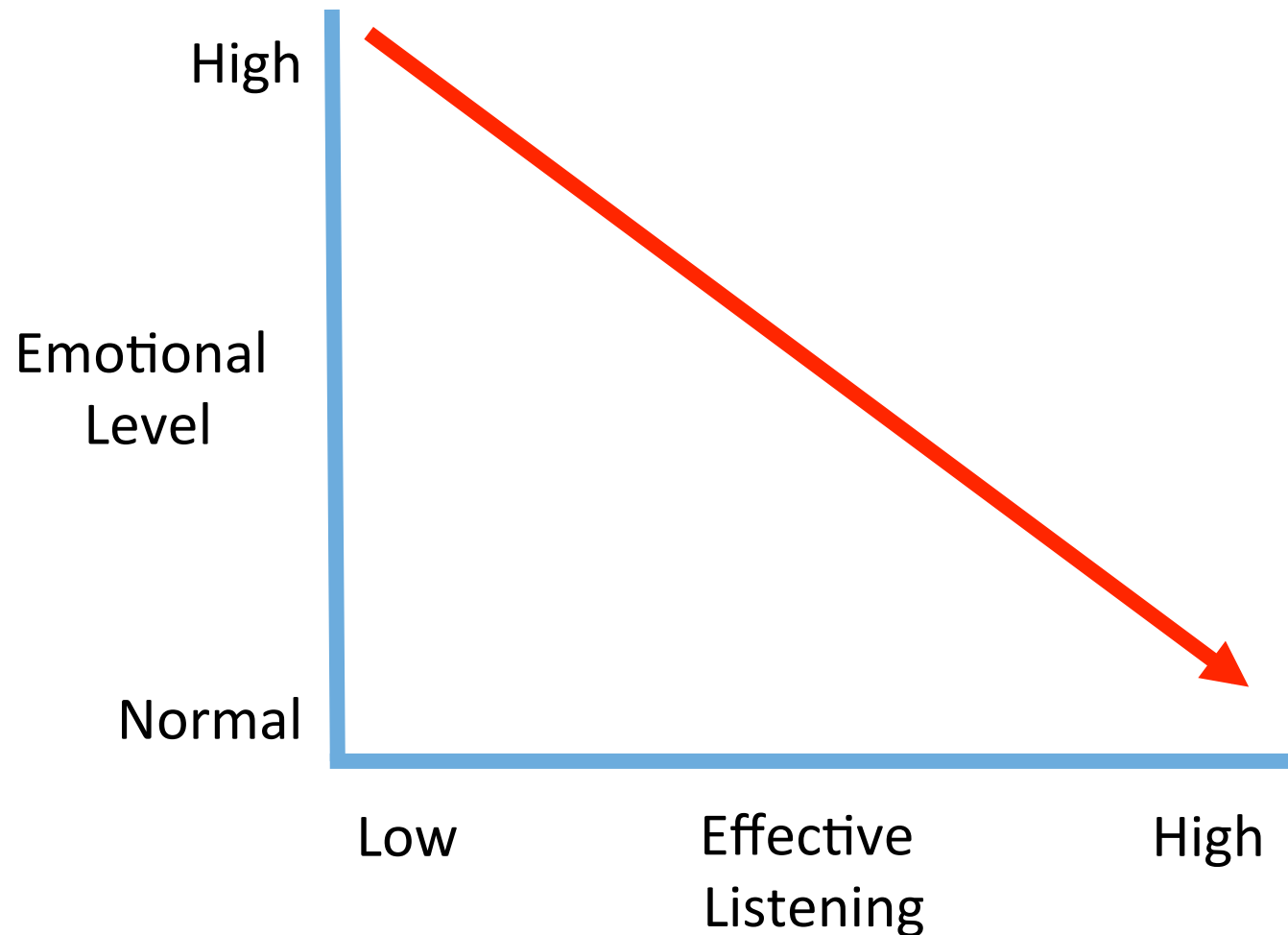
# Listening: Title options

- The Key to the Business Development Toolbox
- Listening for fun, profit & wild escapades
- Listening: Moving beyond the cliché

# Aspects of communication – general population – Dr. Ralph Nichol's

Mode of Communication	Formal Years of Training	Percentage of Time Used
Writing	12 Years	9%
Reading	6-8 Years	16%
Speaking	1-2 Years	35%
Listening	0- 1/2 Years	40%

# Emotions & effective listening



# Empathetic Listening & Listening Levels – Madelyn Burley-Allen

- Increase Sales & Improved working relationships
- Improved ability to handle emotional people
- Increases interpersonal power
  
- Level 3: It's obvious the person isn't listening
- Level 2: The speaker lulled into a **false sense** of being listened to (dangerous misunderstandings, not listening for intent)
- Level 1: Empathetic listening

# Level 1 characteristics

- Listeners refrain from judging & place themselves in the speakers position
- Being self aware & not letting oneself be distracted
- Acknowledging & responding
- The listener shows verbally & non-verbally that she is listening
- Empathetic listening requires an OK-OK attitude
  
- Through increased self-awareness, we can increase time in level 1

# Attitudes – Dr. Eric Berne

- The attitude of “ok-ness” in relation to self & others
- Beliefs about oneself & others influence attitudes & interactions
- Some formed in early childhood & reflect self-concept
- **Significant factor causing listening problems**

# Attitudes - Aware of attitude?

- I'm OK – you're not
  - “who needs to listen to NOT OK people”?
- Result: Listeners left frustrated and resentful
  
- I'm not OK – You're OK
- Worried about how he was coming across; too busy trying to say things right
- Results: Listening at level 2 or 3
  - Instructions carried out poorly
  - Messages taken incorrectly

# Attitude – I’m OK – You’re OK

- Style characterized by:
  - Open & Relaxed
  - Empathetic & non-judgmental
- Being aware of this “OK” phenomenon
  - Greatly improves listening patterns
  - Easy way to modify your behavior in a short period of time



# Importance of Non-verbals – Albert Mehrabian

Words (Verbal)	7%
Vocal (Tone)	27%
Body Language: Facial, Posture, Gestures, Eye Contact	55%

# Influenced by a look? Influence positively or negatively

- Emotional tone: What does the voice say when I listen only for voice tone & inflection?
- Imagine yourself in the talkers role, how do you influence:
- Raising an eyebrow      Frowning      Behaving Restlessly  
    Sighing      Withdrawing      Slumping in chair      Drumming  
your fingers
- Smiling      Opening & relaxing body posture      Having eye contact  
    Reaching out      Sitting forward in chair
- What do people do nonverbally to let you know they aren't listening?  
They have a problem? They aren't interested? They are  
daydreaming?

# Physical Barriers & Language Barriers

- Fatigue – it's easier to daydream & become preoccupied when our energy is low (self-awareness)
- Time-lag factor: Average talker speaks at about 200 words/minute, But – a listener processes information at 300-500 words/minute
- Average adult uses 500 words with about 20-25 meanings per word

# Ways to improve listening

- How is the extra time used in the gap?
- Summarize what the speaker said, and check understanding
- Search for something you can use; find areas of common interest
- Work at listening
- Focus your attention on ideas (without going on tangents)
- Analyze what is being said via body language
- Resist external distractions
- Hold your rebuttal; watch for hot buttons

# Let's start a listening movement

- Train Colleagues
- Train Millennials
- Train Ourselves