Active Listening and Curiosity

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Business Stamina
LFI Leadership Competencies
LFI Leadership Competencies

- Servant Leadership
- Leadership Presence
- Integrity & Authenticity
- Systems Awareness
- **Active Listening & Curiosity**
- Collaboration
- Situational Awareness
- Visionary & Inspirational

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What do you hear?

15 seconds
Why do we need to listen?

- We listen to obtain information.
- We listen to understand.
- We listen for enjoyment.
- We listen to learn.
- We listen to evaluate the situation.
How much time in your day....

- Are you asked to listen?
- 70 to 80% of waking hours communication
- 45% is listening!

YOU HEARD, BUT DID YOU LISTEN?

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Where do we learn to listen?

- Family
- School
- Professional Interests
  - Researchers looking for trends
    - Vs
  - Designer or a Vocalist
- Television
  - Movies
  - News
How can you tell you are listening?
What do we hear?

- The human mouth plods along at 125 words per minute, while a neuron can fire about 200 times a second.

- We remember 25% to 50% of what we hear.
  - That means that when you talk to your boss, colleagues, customers or spouse for 10 minutes, they pay attention to less than half of the conversation.
Levels of Listening

- False listening
- Selective listening
- Partial listening
- Full/Deep listening
Listening is Painful!

- Talking... we get a rush of chemicals to our reward and pleasure centers. It’s selfish brain activity!

- No rewards like that for listening. In fact if you listen to much it can wear you out.

- When you listen your halting all your natural ways of thinking. It is like holding your breath.
Why is listening so important?

• You will improve your productivity and your ability to influence, persuade and negotiate.

• Avoid conflict and misunderstandings.

• Builds trust and respect. Others will be drawn to you.
Obstacles to listening: Attention

- In 1977 the Nobel-winning economist Herbert Simon warned “...a wealth of information creates a poverty of attention.”

  From "Focus: The Hidden Driver of Excellence." Copyright 2013 Daniel Goleman.

- Premium on accurate listening is disappearing.

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Most of us...

Are in continuous partial listening

The goal: Full/Deep Listening
Obstacles to listening: Intention

- What you care about you listen to.
- We are desensitized: so the understated is being lost*
- What is the best outcome of the conversation?
Other things get in The Way

- When you have someone venting
  - ask questions, summarize and get them in a new direction.

- When someone is upset or venting
  - a lot of us “listen” by *sharing our own experiences*...especially emotionally charged ones
    *(note: that is actually just talking).*

- Or we try to **fix the problem.** *(Note: that is also talking.)*
Obstacles: Meaning of Words

- A person is fast when he or she can run quickly.
- He or she is also fast if restrained and can’t run at all.
- Colors are fast when they do not run.
- One is fast if he or she moves in suspect company.
- This is not quite the same thing as playing fast and loose.
- A racetrack is fast when it is in good running condition.
- A friend is fast when he or she is loyal.
- A watch is fast when it is ahead of time.
- To be fast asleep is to be deep in slumber.
- To be fast by is to be near.
- To fast is also to refrain from eating.
- A fast may be a ship’s mooring line.
- Photographic film is fast when it is sensitive to light.
- Bacteria are fast when they are insensitive to antiseptics.
Story Time

Story about how you were suppose to be listening, but you weren’t

worksheet
How to be a better listener

• NALE it!
  ▪ Give your brain something else to do while you listen:
    ▪ Note ....
    ▪ Ask...
    ▪ Look....
    ▪ Evaluate

• Manage your emotions.
  • withhold judgment, open up, and look for new information.
How to improve your listening

DO:
BE present. 100%
BE content to listen and look
Ask questions, take notes
Clarify meanings of words
Show courtesy: Posture and tone of voice
Allow emotions to flow freely*

* Interrupt vindictive patterns
How to improve your listening

Don’t:

React Emotionally \(^{(EQ)}\)
Offer suggestions or advice!
Talk about yourself
Look at anything but the person
Pretend that you will be tested on how much of what they were saying you heard and understood.

Five Groups + reader
Do you feel heard?

“I know that you believe you understand what you think I said, but I am not sure you realize that what you heard is not what I meant!”

Quote from a U.S. government official
Practice Listening

Dyads
A. Listener
B. Story Teller

B tells a story about an award, accomplishment, special event
A may make only 3 statements during this 7 minute exercise

Switch                               Discuss
Summary

- How much we listen
- Where we learn to listen
- Levels of listening
- Listening is “painful”
- Why listening is important
- Bad listening habits
- Obstacles to understanding what is being said
- Do’s and Don’ts
What are you willing to change?

TURN OVER YOUR WORKSHEET
AND DECIDE WHAT
YOU ARE WILLING TO
WORK ON THIS WEEK