

Can You Hear Me Now?



Why We Don't Listen, and How We can

About Me

- A Buckeye
- Taught English
- MBA in Global Management
- Proposal Coordinator at Esri
- Why this topic?



Ice Breaker1

- Where are you from?
- Where do you work?
- Where did you study?
- What do you do in your free time?

Ice Breaker 2

1. Given the choice of anyone in the world, whom would you want as a dinner guest?
2. Would you like to be famous? In what way?
3. What would constitute a “perfect” day for you?
4. When did you last sing to yourself? To someone else?
5. Do you have a secret hunch about how you will die?
6. For what in your life do you feel most grateful?
7. If you could change anything about the way you were raised, what would it be?
8. If you could wake up tomorrow having gained any one quality or ability, what would it be?

Brief Agenda

- Real and Pseudo Listening
 - Activity 1
- Blocks to listening
 - Activity 2
- Strategies for Improving Active Listening
 - Activity 3



Connecting it to Proposals

Real versus Pseudo Listening

Real versus Pseudo Listening

- It's about motivation—Why are you listening?
- Understand
- Enjoy
- Learn
- Help

Pseudo listening meets many needs (split)

- Making people think you're interested so they'll like you
- Being alert to see if you are in danger of rejection
- Listening for one piece of info and ignoring everything else
- Buying time to prepare your next comment

Pseudo listening meets many needs (split)

- Half listening so someone will listen to you
- Looking for weak points in an argument so you can always be right
- Checking to see how people are reacting, making sure you produce the desired effect
- Half listening because you don't know how to get away without hurting or offending someone.

On your own, take 5 minutes to complete the first sheet

Everyone is a pseudo listener at times. Problems develop when real listening (the intention to understand, enjoy, learn, or help) is happening a lot less than pseudo listening.

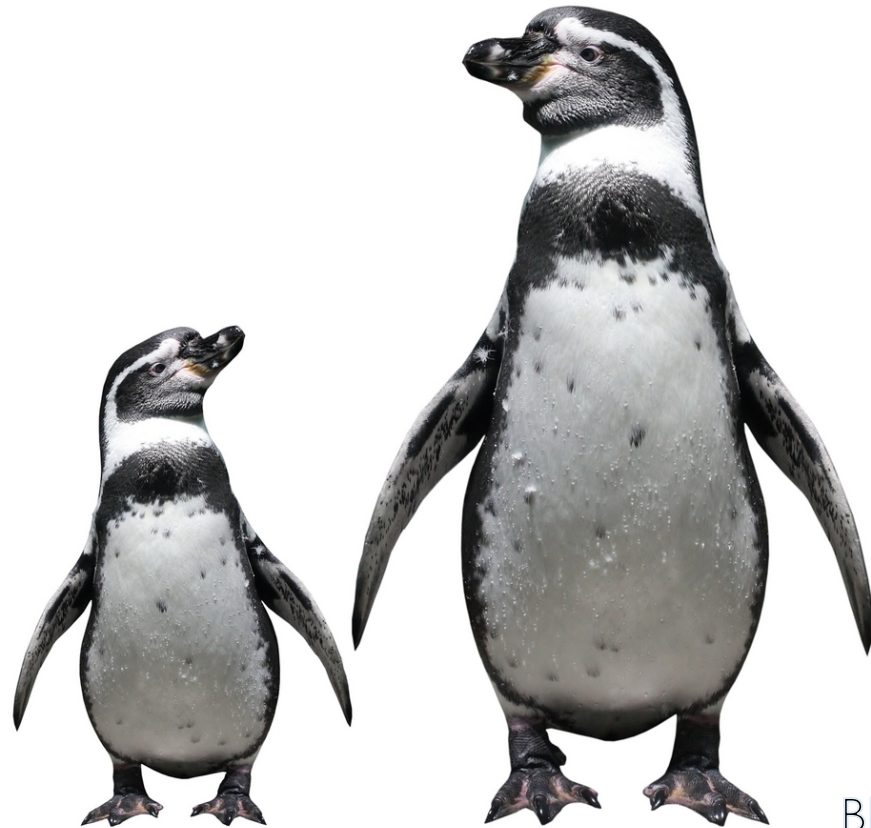
Real versus Pseudo Listening - Activity

Blocks to Listening

Judging



Comparing



Mind Reading

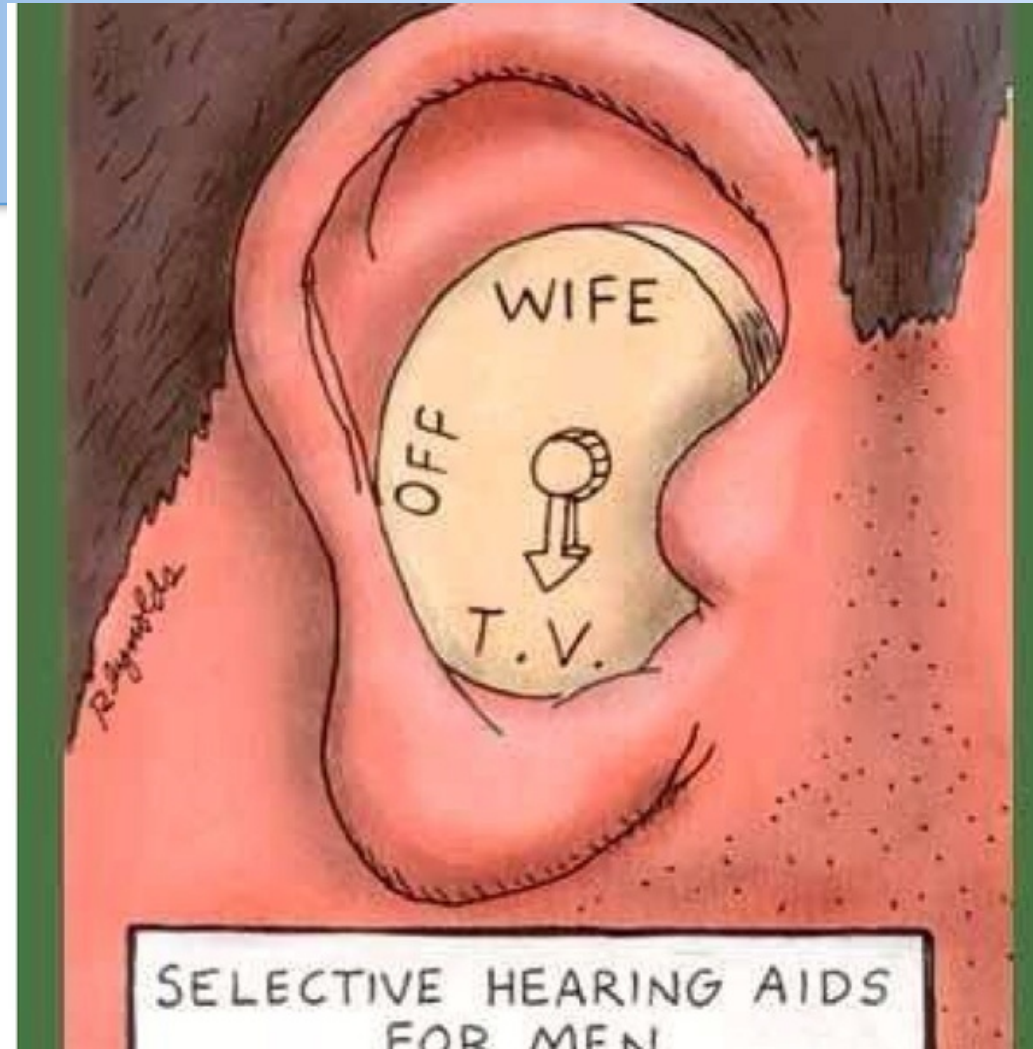


Rehearsing



Blocks to Listening

Filtering



Dreaming



Identifying

**IT'S ALL ABOUT
ME**

Advising



Sparring



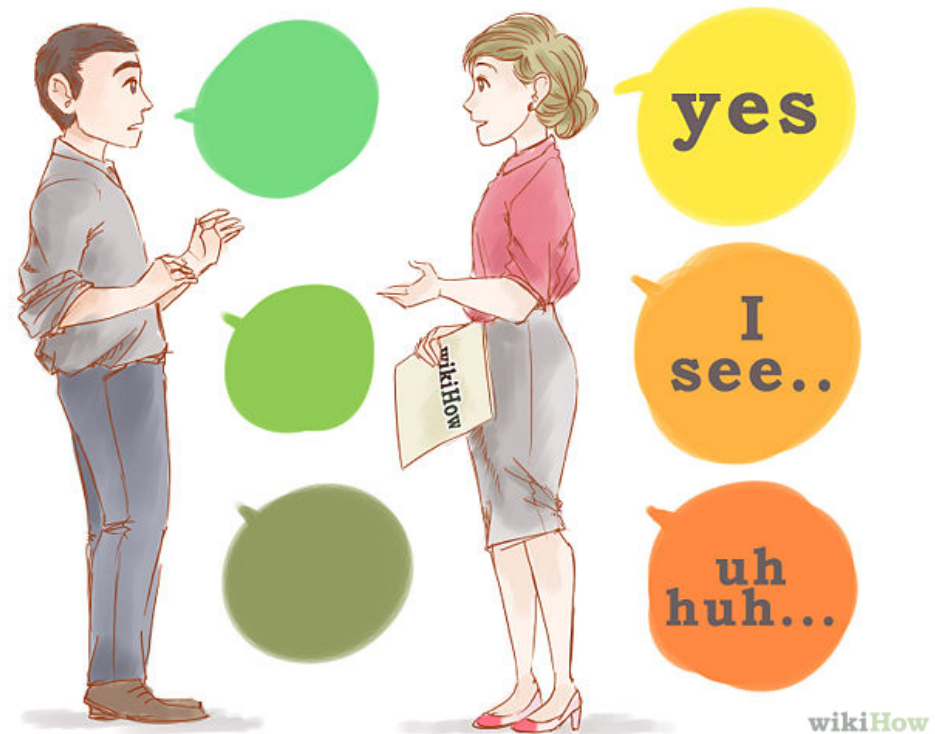
Being Right



Derailing



Placating



On your own, take 5 minutes to complete the second sheet

• Comparing	• Mind Reading
• Rehearsing	• Filtering
• Judging	• Derailing
• Identifying	• Advising
• Sparring	• Being Right
• Dreaming	• Placating

Blocks to Listening - Activity

Active Listening

Active Listening

- Paraphrasing – state what you think someone just said
 - What I hear you saying is...
 - In other words....
 - So basically how you felt was...
 - Paraphrasing also keeps you busy and forces you to listen

Active Listening

- Clarifying – ask questions!
 - Tell the other person “I’m willing to work to understand you”
 - For example – scope review, fill the gaps

Active Listening

- Giving Feedback – share what you thought, felt, or sensed.
 - Important not to judge, spar, or identify



Comfort with silence

Active Listening

- Put your phone away
- Close lap-top

Listening with Empathy

- One requirement: know that everyone is trying to survive
- Ask these questions to help listen with empathy:
 1. What need is the (anger, etc.) coming from?
 2. What danger is this person experiencing?
 3. What is he or she asking for?

Listening with Openness

- Be willing to be proven wrong
- Don't collect and hoard "stupidities"
- Don't make judgments
- Difficult to do because our beliefs and opinions are tied to our self-esteem; hard to hear that WE are incorrect



Active Listening – Activity

Question Set

1. Given the choice of anyone in the world, whom would you want as a dinner guest?
2. Would you like to be famous? In what way?
3. What would constitute a “perfect” day for you?
4. When did you last sing to yourself? To someone else?
5. Do you have a secret hunch about how you will die?
6. For what in your life do you feel most grateful?
7. If you could change anything about the way you were raised, what would it be?
8. If you could wake up tomorrow having gained any one quality or ability, what would it be?