

POWER LISTENING

Finding your super force

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TOPICS

- ❑ THE BUSINESS CASE
- ❑ BODY LANGUAGE
- ❑ LISTENING FOR FACTS
- ❑ LISTENING FOR FEELINGS
- ❑ WRAP UP



OVERVIEW



*Seek understanding before you
seek to be understood.*

- STEPHEN R. COVEY

THE BUSINESS CASE

- *For professional and personal success*



QUIZ

Which could be improved with better listening?

- A. Work Collaboration
- B. Interviewing Success
- C. Project Management
- D. Customer Service
- E. Sales
- F. Relationships
- G. **ALL OF THE ABOVE**



*A common theme in divorces:
the partners did not understand
each other.*

WHAT DO EXPERTS SAY?

US DEPT OF LABOR

Soft skills (communicates well) are often the reason employers decide to keep or promote an employee.

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LINKEDIN:

THE TOP TEN MOST IN-DEMAND SOFT SKILLS:

1. **Communication**
2. Organization
3. Teamwork
4. Punctual
5. Critical Thinking
6. **Social Skills**
7. Creativity
8. **Interpersonal Skills**
9. Adaptability
10. **Friendly Personality**

MORE:

... studies revealed that, in unhappy marriages, neither partner understood the other very well ...

- MARCUS BUCKINGHAM,

The biggest communication problem is we do not listen to understand. We listen to reply.

- STEPHEN R. COVEY

The problem with communication ... is the illusion that it has been accomplished.

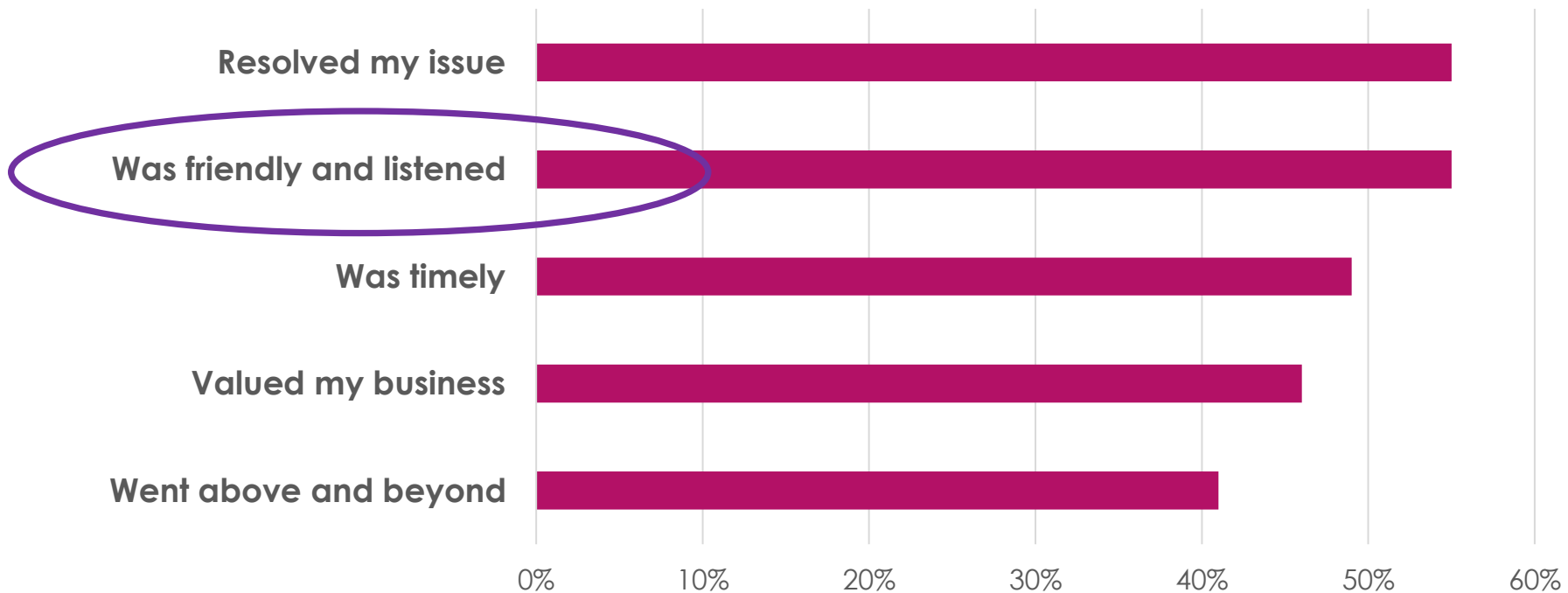
- GEORGE BENARD SHAW

Eighty percent of our success in learning from others is how well we listen.

- MARSHALL GOLDSMITH

THE CUSTOMER EXPERIENCE

How do customers describe their “best experience”?



STRESS & EMOTIONS



Adrenaline triggers an auto response:

+ **FIGHT**: More blood to arms

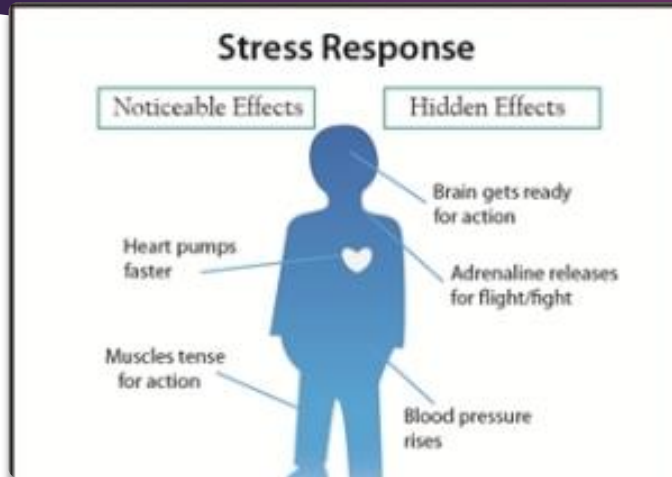
+ **FLIGHT**: More blood to legs

= Less blood to ?????



*Today's challenges are more likely mental, not physical.
We are wired wrong.*

STRESS & EMOTIONS



Early challenges were physical to prepare for:

+ **FIGHT:** More blood to arms

+ **FLIGHT:** More blood to legs

= **Less blood to the upper brain**

MORE QUESTIONS

- ❑ How likely is rational thinking?
- ❑ How important might be rational thinking?
- ❑ How open might we be to listening to others?

WHAT GETS IN THE WAY?

HURDLES ►

- Our Emotions ➔
- Our Egos ➔
- Urge to Interrupt ➔
- Our Thoughts ➔
- Distractions ➔
- Multitasking ➔

◀ HELPERS

- ◀ Mental Concentration
- ◀ Practice > Habit
- ◀ Taking Notes
- ◀ Eye Contact
- ◀ Golf

BODY LANGUAGE

*HOW you communicate influences
WHAT you communicate.*

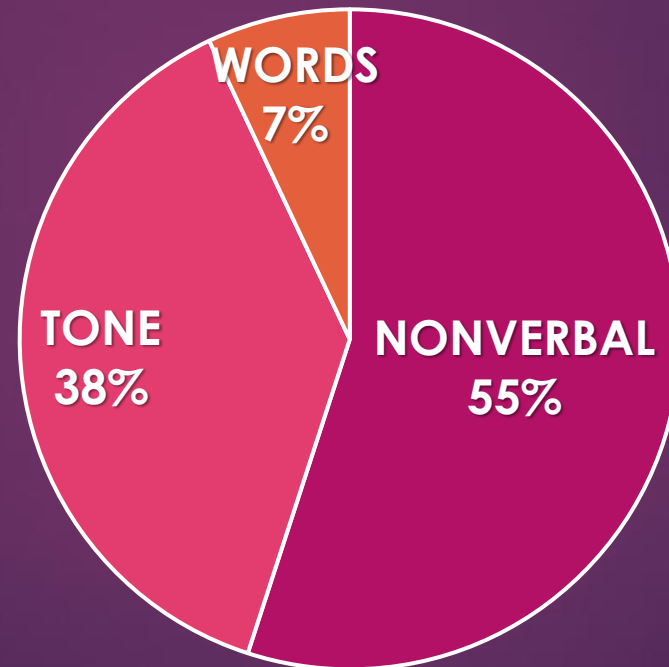


BODY LANGUAGE TEST

- ▶ **NON-VERBAL:** What is the message?
- ▶ **TONE:** How about this one?

*Tone can convert a question
into an accusation.*

BODY LANGUAGE



SOURCE: Dr. Albert Mehrabian, UCLA

WORDS STILL MATTER

AVOID

“you”

“I don’t know.”

“I’ll try.”

BETTER CHOICES

▶ **“I” (for accountability)**
OR
“we” (for collaboration)

▶ **“ I will find out.”**

▶ **“I will”**



LINKEDIN BLOG:
What’s Wrong With “You”?

BODY LANGUAGE RECAP

- ▶ Eye Contact
- ▶ Posture
- ▶ Put away distractions
- ▶ Look like you are listening

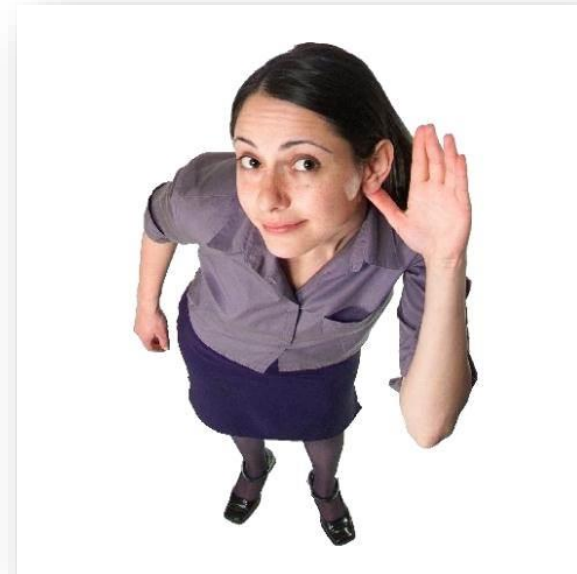
- ▶ **ALLOW ME TO DEMONSTRATE**

- ▶ **MORE RESOURCES:
Alexannestone.com**



UNDERSTANDING FACTS & FEELINGS

- *PARAPHRASING*
- *EMPATHY*



UNDERSTANDING FACTS: *PARAPHRASING*

THREE UNIVERSAL STEPS

1. TRANSITION

Let me see if I have this right ...

2. RECAP

... You say this and that ...

3. CONFIRM

... Is that correct?



RECAP
≠
TRANSCRIPT

WHY DO THIS?

PARAPHRASING – PAIRED DRILL



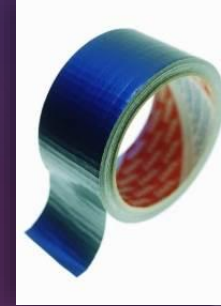
SPEAKER:
Talk about anything
for one minute
(*movie, book,
vacation, dinner*)

LISTENER: Without
interrupting, use the
three paraphrasing
steps:

1. Transition
2. Recap
3. Confirm



PARAPHRASING - *BENEFITS*



- ✓ You show respect.
- ✓ You get more information.
- ✓ You show that you are listening.
- ✓ You gain time to gather your thoughts.
- ✓ You get confirmation or corrected information.

You become a better listener.
***BONUS: Just thinking about paraphrasing
will make you a better listener.***

1. Transition
2. Recap
3. Confirm

A TRUE STORY

▶ Michael and Camille



MORE TO THE STORY:
***A SHORT STORY ON THE
POWER OF QUESTIONS***
(LINKEDIN / JOHN CASTALDI / BLOG)



TYPES OF QUESTIONS

OPEN

- ▶ *Tell me more ...*
- ▶ *What happened?*
- ▶ *How, when ... ?*

For more information: **WIDE ANGLE**

CLOSED

- ▶ *Are you OK?*
- ▶ *Did I get that right?*

For specific answers: **TELEPHOTO**



*I keep six honest serving men; they taught
me all I know.*

*Their names are **What** and **Why** and
When, and **How**, and **Where** and **Who**.*

- RUDYARD KIPLING

PARAPHRASING - *WARNING*



× DO NOT OVERUSE



× DO NOT TRY ...
IF YOU ARE NOT LISTENING

1. Transition
2. Recap
3. Confirm

EMPATHY

- To convey understanding of feelings



em-pa-thy (noun):
- understanding the situation from the other person's perspective.

TO UNDERSTAND FEELINGS: *EMPATHY*

Mirror back what you sense:

- *I can see this hurt your feelings.*
- *This must be stressful.*
- *I would be upset too.*

Label it:

- *You seem worried.*
- *I sense your disappointment.*



*Empathy is like horseshoes.
Close is sometimes good enough.*

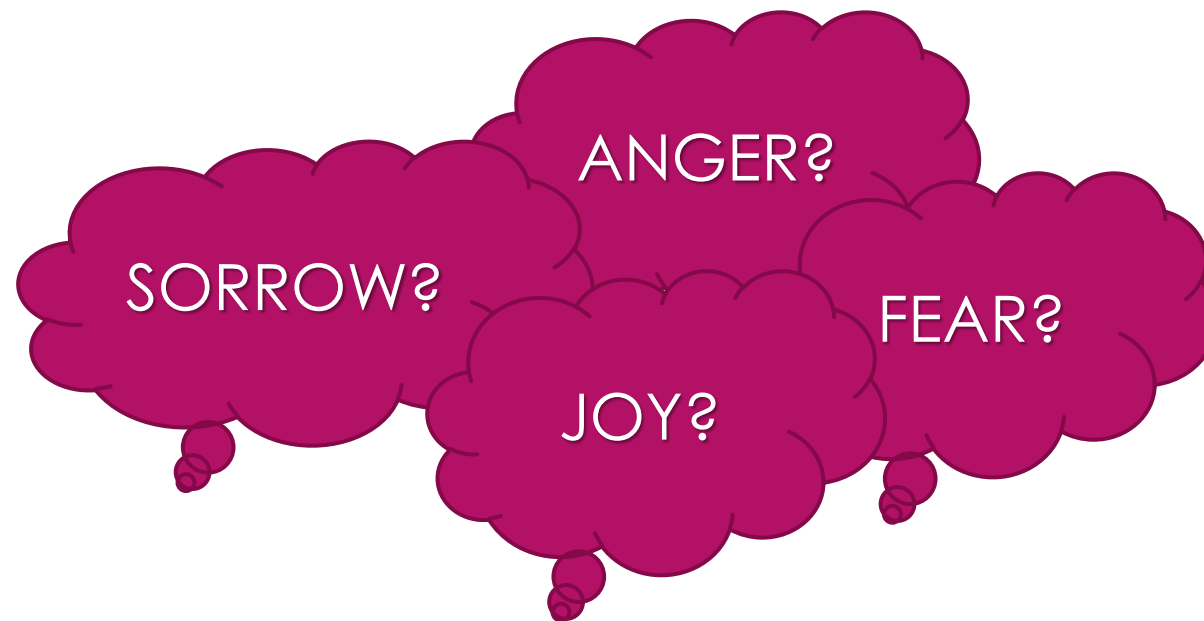
- *YOU: I would be upset too.*
 - *OTHER: I am not upset, just confused.*

EMPATHY PRACTICE

TWO VOLUNTEERS

- ▶ Someone to display feelings
- ▶ Someone to show empathy

Prizes for the participants.



WARNINGS: *EMPATHY*



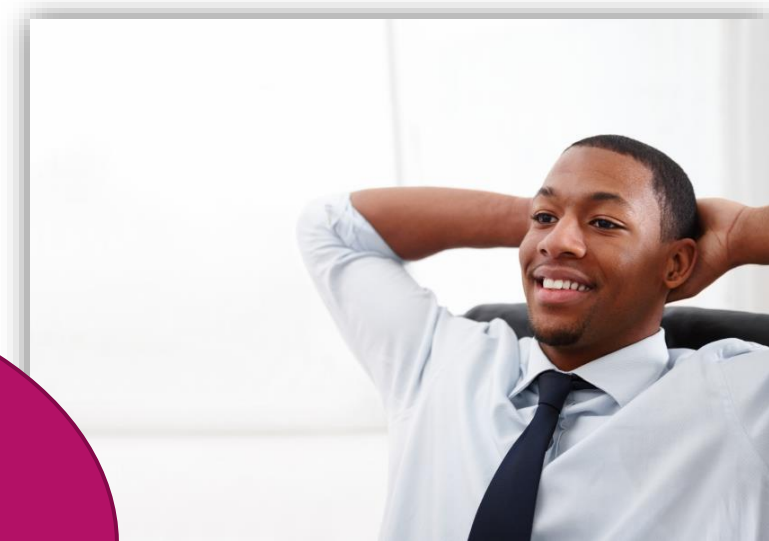
- × **DON'T dismiss it:**
~~Don't feel that way.~~
- × **DON'T discount it:**
~~No big deal. I have had bigger disappointments.~~
- × **DON'T apologize.**
~~I'm so sorry for you.~~
- × **DON'T try to fix it.**

PASSIVE LISTENING

- **Pay attention**
- **Look like you are listening**
- **Defer judgment**
- **Don't interrupt**
- **Let the person vent**

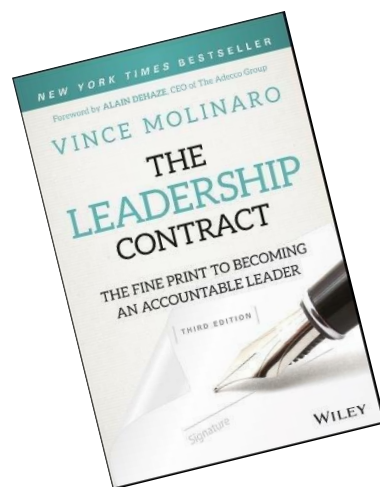
- ✓ **HEAD NODDING**
- ✓ **SMILE**
- ✓ **EYE CONTACT**

“uh-huh”
“OK”
“I see”



ARE YOU REALLY, REALLY LISTENING?

- ▶ **LISTENING TEST**
Prize for first correct answer



*One of the best ways to persuade others is with your ears-
by listening to them.*

- DEAN RUSK
FORMER SECRETARY OF STATE

NEXT STEPS

Unconscious + Competent

Conscious + Competent

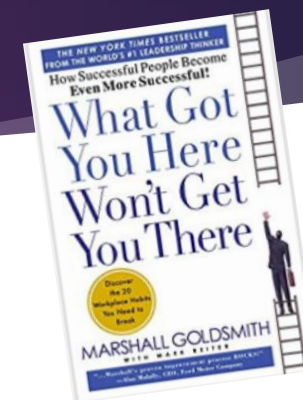
Conscious + Incompetent

Unconscious + Incompetent

We are here.

FINAL THOUGHTS

WHAT GOT YOU HERE WON'T GET YOU THERE
- MARSHALL GOLDSMITH



CRUCIAL CONVERSATIONS
- Grenny, Patterson, McMillan, Switzler and Gregory



SIX LEVELS OF LISTENING
<https://zengerfolkman.com/articles/great-listeners/>

VIDEO
[It's Not About The Nail](#)

POWER LISTENING

*Thank you for your
participation*

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*It's not what you say;
it's what they hear.*

- FORMER BOSTON CELTICS COACH

*Never miss an opportunity
to not say something.*

- DANNY BARNES, BANJO PLAYER

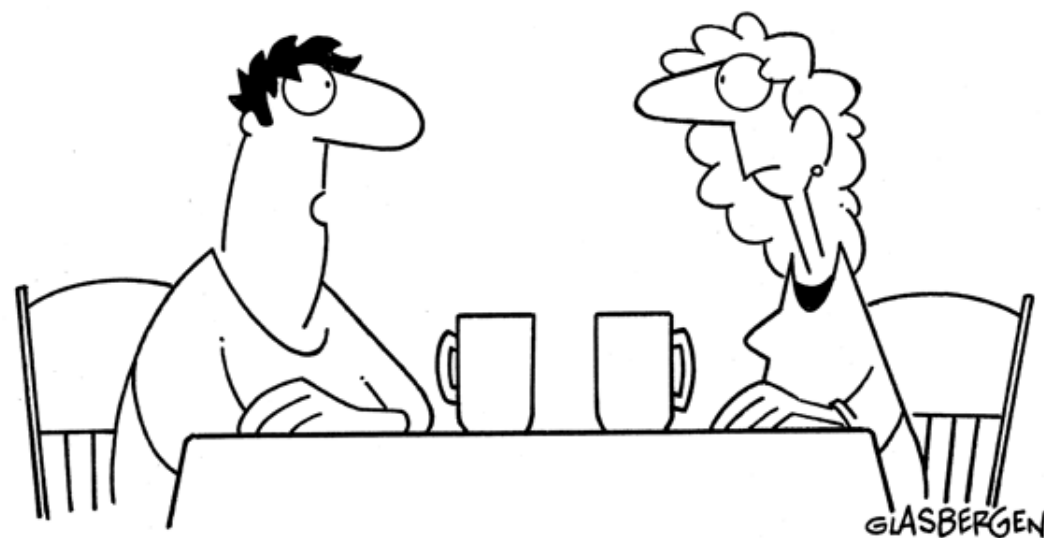
*We have two ears and one mouth;
use proportionally.*

- PHILOSOPHER EPICTETUS



**"My wife said I don't listen to her.
At least I think that's what she said."**

© Randy Glasbergen / glasbergen.com



**"I'm trying to be a good listener, but you
keep breaking my concentration by talking!"**



"I got the test results back from your ear doctor. You're not hearing impaired, you're listening impaired."



"The doctor will see you now — I can't promise that he'll talk to you, but he'll see you."

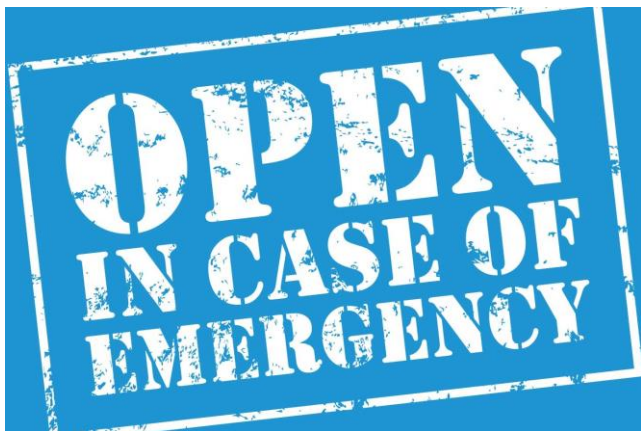


MORE TIPS

- SELECTIVE UNDERSTANDING
- DISCOUNTS VS DISCLOSURES
- ADDING TOO MUCH VALUE
- DISGUISED QUESTIONS
- WORDS TO AVOID



SELECTIVE AGREEMENT



WHEN TO USE

- ✓ Emotions are high
- ✓ Arguing is not working
- ✓ Other party is not open to listening

HOW TO USE

- ❑ Find something said that you can both agree to
- ❑ Show agreement

DISCLOSURE ≠ DISCOUNT

✓ DISCLOSURE

- ✓ Conveys transparency
- ✓ Shows humanity
- ✓ Supports “Acting with Integrity”

EXAMPLE:

I want to check with a colleague before jumping to a solution.

✗ DISCOUNT

- ✗ Devalues
- ✗ Decreases confidence
- ✗ Damages credibility

EXAMPLE:

I never saw this issue before, so I am lost as to what to do.

STRESS & EMOTIONS

What can we do about it?

Use passive listening:

Yes, I hear you.

Convey empathy:

I would be upset too.

Let the person vent:

I'm just listening.

Disengage:

Perhaps there's a better time to discuss.

DISGUISED QUESTIONS

- ▶ The tone can change the question into an accusation...

“**Why** did you do that?”