



Association for
Talent Development

A CALL TO ACTION: LISTEN!

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Marjorie Derven
Managing Partner
HUDSON Research & Consulting, Inc.

Learning Objectives

After attending this event you will be able to:

- Learn what the latest research tells us about the capacity of the human brain to absorb information
- Assess your own listening skills
- Identify your personal listening traps
- Enhance your relationships at work with better listening

Have a paper & pen available for reflection

About HUDSON Research & Consulting



- Founded in 2004, HRC works with organizations and global teams to improve performance, leveraging research, learning and OD practices.
- Clients are top-tier organizations in consumer products, chemicals, financial services, food and beverage, healthcare, insurance and manufacturing.

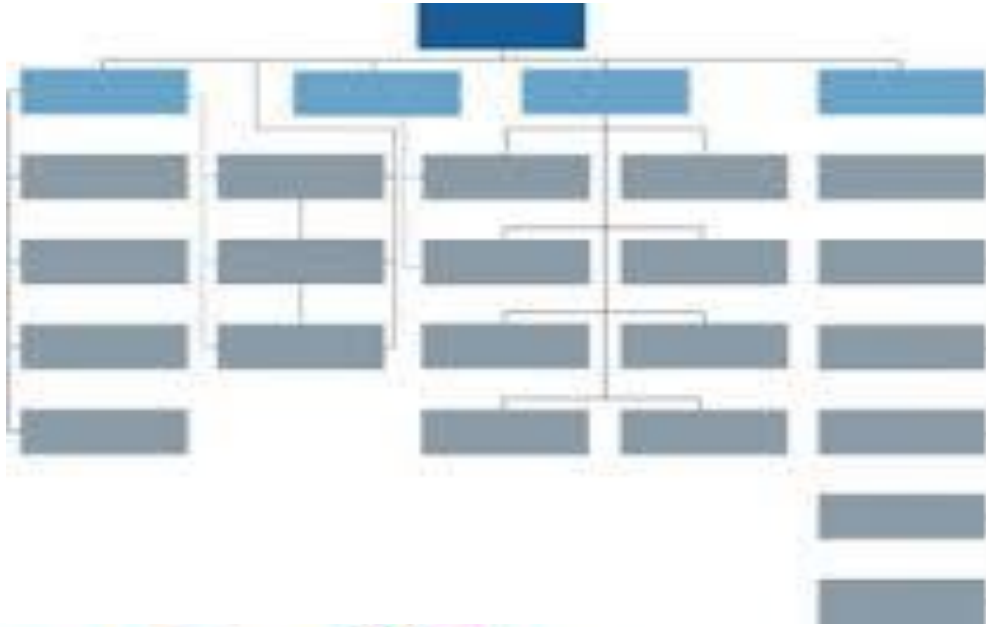
Our focus: practical solutions that align with strategic objectives.



About You: What best describes your reason for attending?

1. I am a learning professional who wants to improve my organization's listening/communication skills.
2. I am a leader who wants to be a more effective communicator with my team
3. I am focused on my own professional development
4. Other: Write in chat box

Changes in Work Relationships



- Globalization
- More Teams
- Changing Demographics
- Flatter organizations
- More collaboration/influence
- Internal/External

Change = Increased Stress

- Oxytocin: brain chemical that signals safety
- High stress: oxytocin inhibitor
- High trust companies:
 - 74% less stress
 - 106% more energy at work
 - 50% higher productivity
 - 76% more engagement

Source: The Neuroscience of Trust, Paul J.Zak, *Harvard Business Review*, Jan/Feb 2017

How Good of a Listener are You?



Hearing vs. Listening

“Hearing is a physiologic phenomenon; listening is a psychological act.”

~ Semiotician, Roland Barthes, The Responsibility of Forms

¹ Army War College terminology

Purposes & Benefits of Listening

- Obtain information
- Listen to understand
- Demonstrate empathy
- Listen to learn
- Identify & resolve conflict
- Reduce error rate

Other:
Write in chat box

Stats on Listening

- **85%** of what we know we have learned through listening
- We typically listen at a **25%** comprehension rate
- In a typical business day, we spend:
 - **45%** of our time listening
 - **30%** of our time talking
 - **16%** reading
 - **9%** writing

~ Source: Forbes.com, “6 Ways Listening Can Make you a Better Leader”

A Disconnect of Time

- Average rate of speech: 125 wpm
- Rate of comprehension: 400 wpm



Poll: How important is listening to being effective at work?

1. Extremely
2. Very
3. Somewhat
4. To a low degree
5. Not at all

The Paradox

Communication is more important than ever in a noisy world, but we listen less!



Poll: Does your organization offer listening skills training?

- 1. YES**
- 2. NO**
- 3. Not Sure**

Chat Box:

How do you interpret it when someone interrupts you?

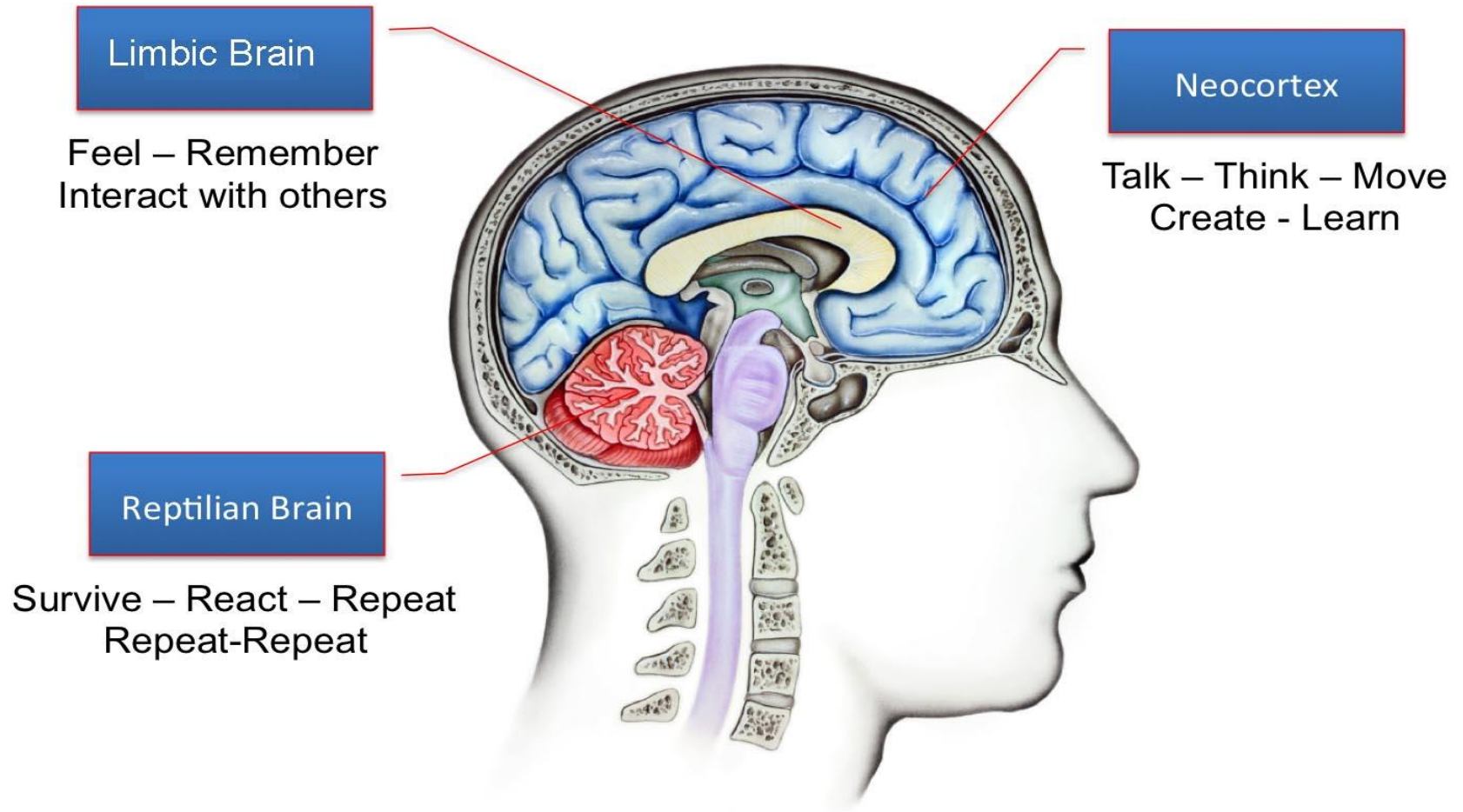
Mindful Listening



What does Mindful Listening Look Like?

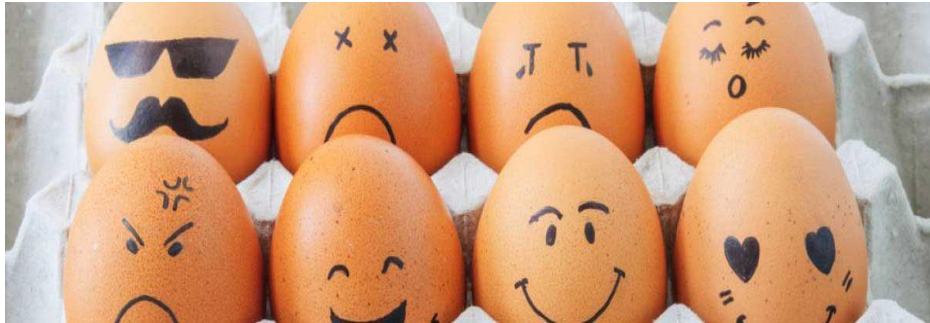
- FULL attention
- Demonstrate listening
- Listen for facts and feeling
- Defer judgment
- Respond appropriately

Human Brain: Friend vs. Foe/ Fight/ Flight



What is Emotional Intelligence (EQ?)

- Ability to recognize and understand emotions
- Using this skill to enhance self-awareness and your relationships with others



UCLA Study: How We Understand Others

- What is said = 7%
- How it is said = 38%
- Non-verbal = 55%

Four Components of EQ

	UNDERSTAND	ACT
SELF	1) Self-Awareness	2) Self-Management
OTHERS	3) Social Awareness	4) Relationship Management

EQ Requires:

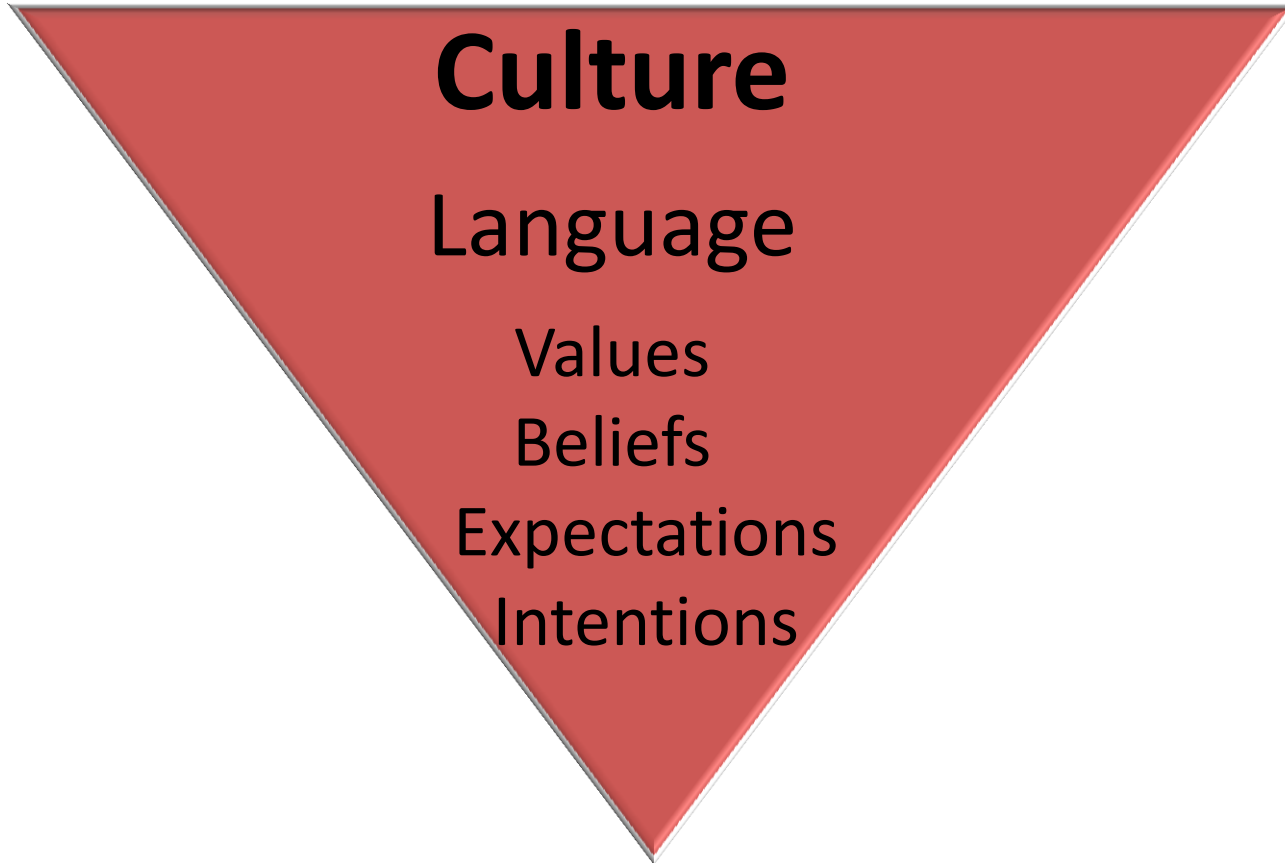


Impact of Emotions

- Ignoring emotions can cause them to “boil over”
- Things that bother us usually do this for a reason: what can such feelings tell us?
- Emotions are contagious
- Emotions promote “confirmation bias”



Multiple filters influence listening



Source: "5 Ways to Listen Better" TED Talks

Chat Box:

How do you interpret this statement?

“I’ll get back to you on this later.”

Write in Chat Box.

Chat Box:

How do you interpret this statement?

“This material is outdated.”

Write in Chat Box.

Five Negative Listening Habits

1. Pretend to Listen
2. Interrupter
3. Focus on your agenda
4. I'm right/ you're wrong
5. Giving advice

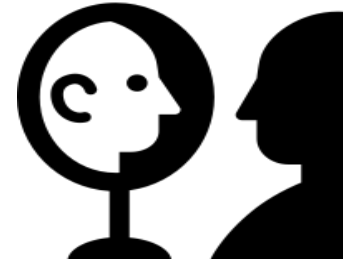
Poll: What is your top listening trap?

1. Pretend to Listen
2. Interrupter
3. Focus on your agenda
4. I'm right/ you're wrong
5. Giving advice
6. Other

The Gift of Listening

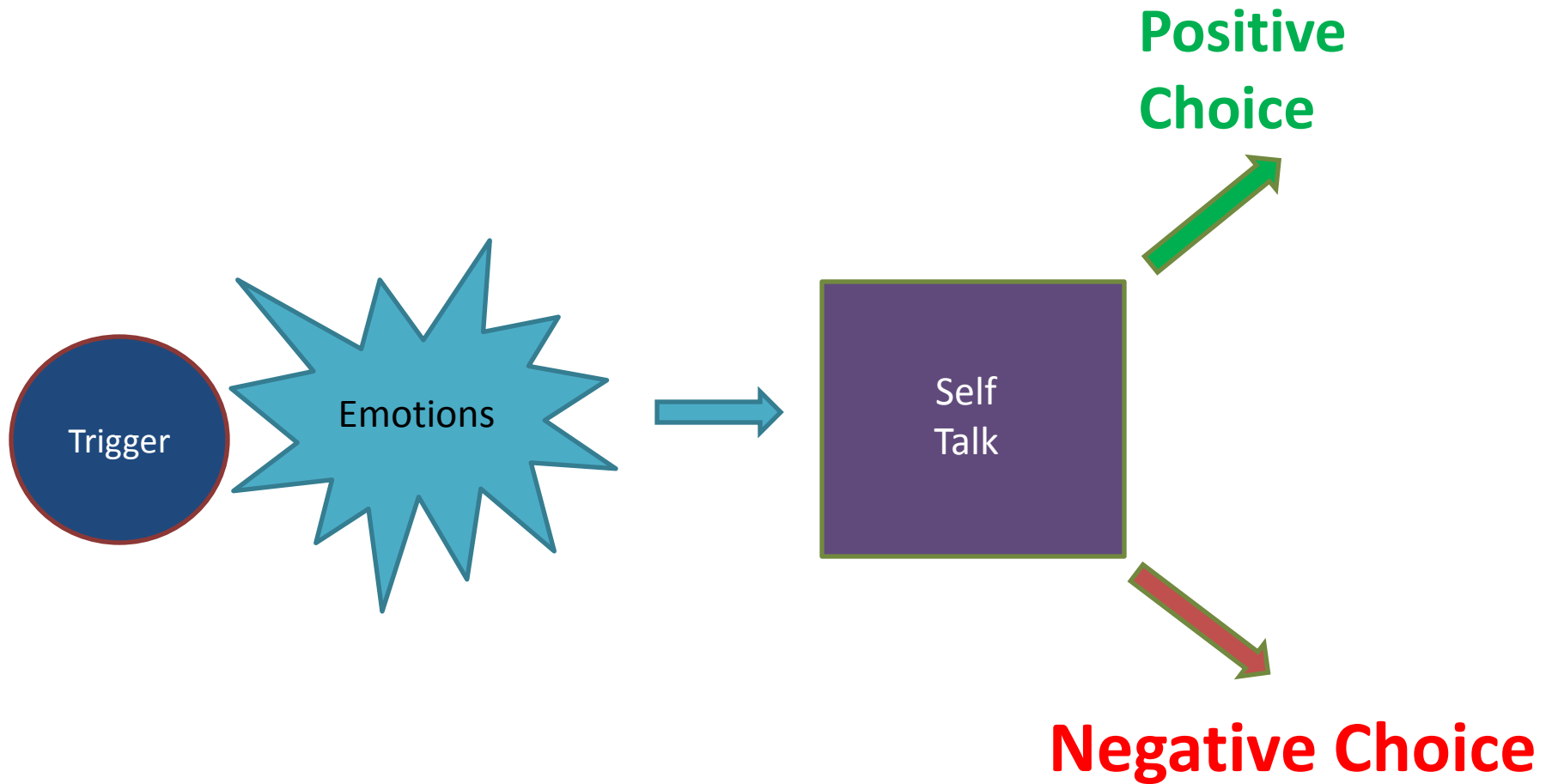


Become More Self-Aware



- Recognize/understand reactions
- Identify what gets in the way
- Lower stress
- Take more effective actions

Self-Management



**Is listening in your organization's
leadership job description?**

What Employees Want

Do I feel respected?

Are my relationships fulfilling?



Am I a valued employee?

Can I make a difference at work?

ENGAGEMENT:
Less than 30%

Listening to Understand Employees

	KNOW	DON'T KNOW	MY RESPONSES/ OUR RELATIONSHIP
Employee A			
Employee B			
Employee C			

Mindful Listening: Your Commitment



Final Tips For EQ

1. Listen actively
2. Find areas of interest
3. Put away distractions
4. Use faster rate thought:speech ratio for mindful listening
5. Focus on content, not delivery
6. Listen for both facts and feelings
7. Screen out preconceptions
8. Be authentic

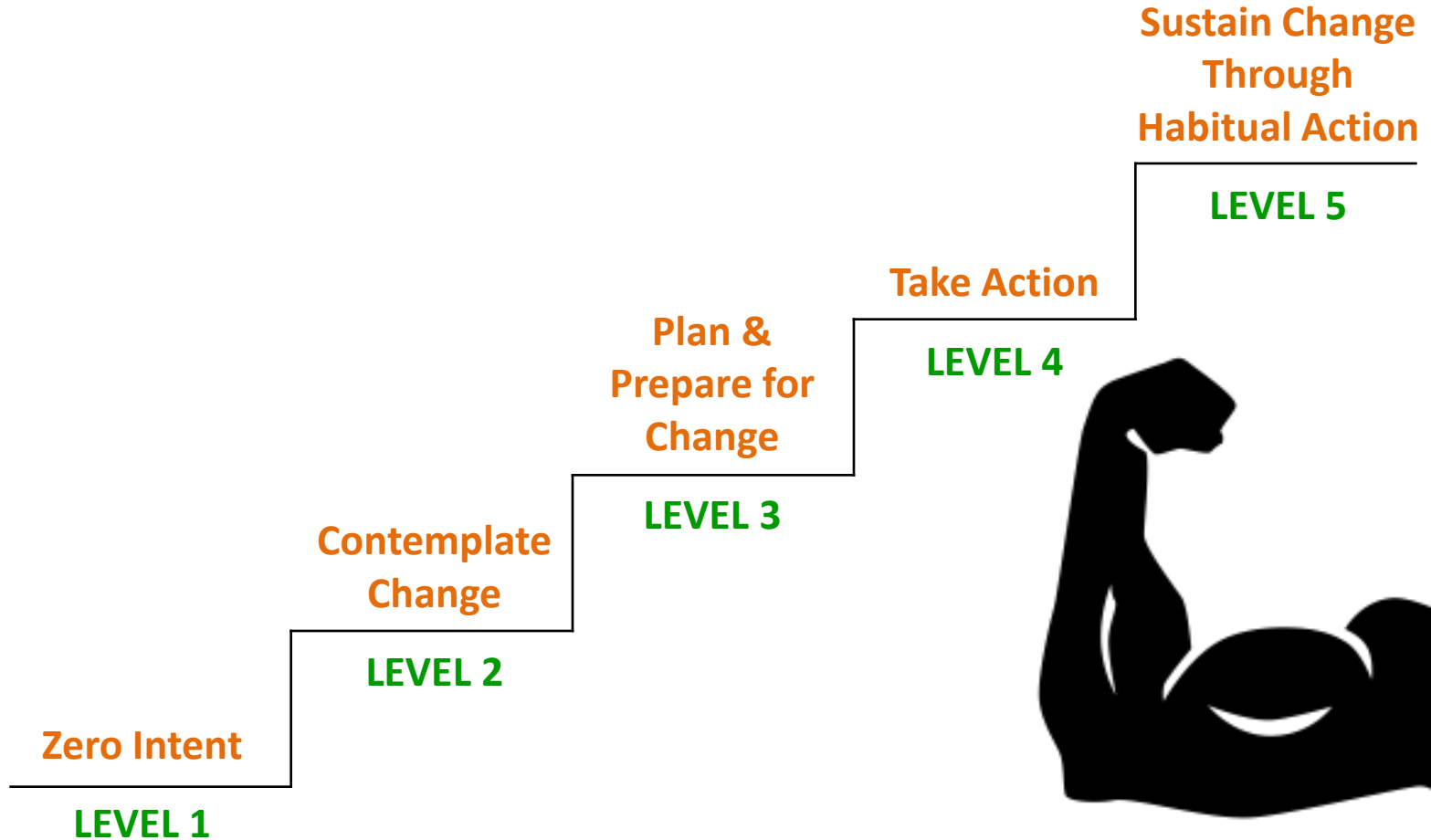
Mindful Listening Action Planner

1. What new listening behaviors will I incorporate into my interactions?
2. What will the most impact:
 - For me personally
 - For my team
 - For my organization

Top 3 Actions:

	What	When	Why
1)	_____	_____	_____
2)	_____	_____	_____
3)	_____	_____	_____

Steps to Build Your Listening Muscle



“Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen.”

~ Winston Churchill

Lessons Learned: Become a Better Listener

- Tap into personal commitment
- Make a plan
- Practice
- Obtain feedback
- Identify benefits



Additional Listening Resources

- Emotional Intelligence by Daniel Goleman, Bantam Books
- Emotional Intelligence 2.0, by T. Bradberry & J. Greaves, published by TalentSmart
- Getting to Yes: Negotiating Agreement without Giving In, B. Patton et.al
- “5 Ways to Listen Better,” TEDTalks
https://www.ted.com/talks/julian_treasure_5_ways_to_listen_better
- The Power of Listening, TEDtalks,
<https://www.youtube.com/watch?v=saXfavo10Qo>

Contact me for a **Better Listening Action Planner**:

[mderven@hudsonrc.com/](mailto:mderven@hudsonrc.com) 845.359.8800

Final Q&A



For more information:

Marjorie Derven mderven@hudsonrc.com

845.359.5083

Contact me for a Mindful Listening Action Planner.