

Hear Me Out: The Art and Science of Listening to Understand

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“If you want to be important – wonderful.
If you want to be recognized – wonderful.
If you want to be great – wonderful.
But recognize that he who is greatest among you shall be your
servant.

That’s a new definition of greatness. By giving that definition of
greatness, it means that **everybody can be great because
everybody can serve.**”

Rev. Dr. Martin Luther King, Jr.





Change In Organizations

Organizations that are changing seek to move from a **current state to a new future state**, so that the desired results of the change (and expected ROI) are achieved.

From "Change Management, The People Side of Change." 2012



Types of Ineffective Listening

- Selective Listening
- Inattentive Listening
- Defensive Listening

Types of Effective Listening

- Full Listening
- Critical Listening
- Therapeutic Listening
- Deep Listening – Listening to Understand

Deep Listening (heart and mind)

- Being Fully Present
- Suspending Judgment
- Asking Clarifying Questions
- Providing Empathy
- Allowing for Silence
- Respect



Deep Listening (heart and mind)

- Build Trust
- Build Relationships
- Learn New Ideas, Perspectives
- Make Better Decisions
- Problem Solving
- Conflict Resolution
- Build Consensus
- Motivate, affirm, empower





Maslow's hierarchy of needs

Basic Universal Needs / Values

- Autonomy
- Celebration
- Integrity
- Interdependence
- Physical Nurturance
- Play
- Spiritual Communion

Basic Feelings When Needs **Are** Fulfilled

- Amazed
- Comfortable
- Confident
- Eager
- Energetic
- Fulfilled
- Glad
- Hopeful
- Inspired
- Intrigued
- Joyous
- Moved
- Optimistic
- Proud
- Relieved
- Stimulated
- Surprised
- Thankful
- Touched
- Trustful

Basic Feelings When Needs Are **Not** Fulfilled

- Angry
- Annoyed
- Concerned
- Confused
- Disappointed
- Discouraged
- Distressed
- Embarrassed
- Frustrated
- Helpless
- Hopeless
- Impatient
- Irritated
- Lonely
- Nervous
- Overwhelmed
- Puzzled
- Reluctant
- Sad
- Uncomfortable

Send & receiving messages without blame, criticism, or demand

- 1) Observation (often unspoken, empathy)
- 2) Feelings
- 3) Needs or Values
- 4) Requests

Listening without hearing blame, criticism, or demand

- 1) Express needs
- 2) Sense the needs of others, regardless of how expressed
- 3) Check whether needs are accurately received
- 4) Provide empathy in order to hear the needs of others
- 5) Translate proposed solutions or strategies into positive action language

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Thank you!

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