

Hlystan & hlosnian

..Or listening- the art of creating a space for information and understanding to unfold

Hearing and listening- the same thing?

Hearing and listening- the same thing?

- Hearing *"...is a word used to describe the physiological sensory processes by which auditory sensations are received by the ears and transmitted to the brain"*

Hearing and listening- the same thing?

- Hearing *"...is a word used to describe the physiological sensory processes by which auditory sensations are received by the ears and transmitted to the brain"*
- Listening *"...refers to a more complex psychological procedure involving interpreting and understanding the significance of the sensory experience"*

Prof John Drakeford

"In one ear and out the other"

- 75% of oral communication is ignored, misunderstood or quickly forgotten
- Hard work
 - ❖ Our thoughts move faster than our ability to speak.
 - ❖ We interpret the same words differently
 - ❖ Our first statements are often the "tip of the iceberg"

I have a friend...

- I have a friend who moved from a high-paying job in a large city to take up a low-paying job in a small town...

Hearing without listening

- Door closers
- *Judging*
 - Criticizing
 - Name-calling
 - Diagnosing
 - Praising Evaluatively



Hearing without listening

- Door closers
- *Sending solutions*
 - Ordering
 - Threatening
 - Moralizing
 - Advising
 - Excessive/ Inappropriate Questioning



Hearing without listening

- Door closers
- *Avoiding the other's concerns*
 - Diverting
 - Logical Argument
 - Reassuring



Becoming a better listener

- Listening skills clusters
- Attending skills
- Following skills
- Reflecting skills



All ears...then we lose it!

Door openers

- *Attending skills*
 - A posture of involvement
 - Appropriate body motion
 - Appropriate eye contact
 - Non distracting environment



Is he involved??

Door openers, cont....

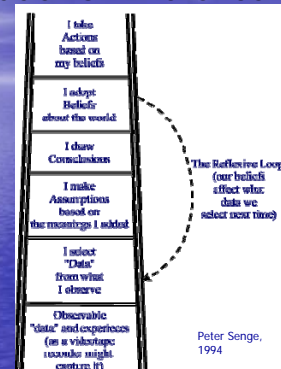
- *Following skills*
 - Immediate
 - Minimal encourages- *no agreement or disagreement!*
 - Infrequent Questions- *closed or open questions?*
 - Attentive silence- *attend, observe, interpret!*
 - Pattern following
 - Follow emotion as well as content
 - Deepen with use of examples

Door openers, cont.....

- *Reflecting skills*
 - Restatement
 - Paraphrasing- *"So you're saying that.."*
 - Reflecting feelings
 - Reflecting meanings- *tying feeling to content*
 - Summative reflections- at transition points *"Let me get this straight..." "Have I missed anything?"*

The ladder of inference

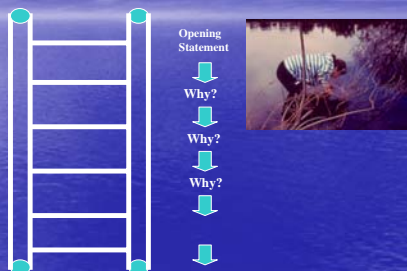
We short-cut reality...we may hear but don't listen



Peter Senge, 1994

The ladder of inference

Breaking the mould...what is the person really saying?



When do you need listening in a PHVA process?

- To surface important information at any point in the process; to help others surface assumptions, e.g around goals, around relationships, around causes and consequences, getting beyond positions to interests.
- To help resolve a conflict among participants, or help them to differ constructively

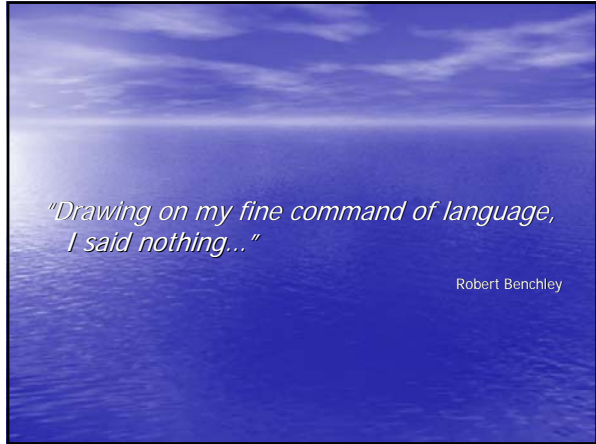
Listening clinic

- You are a researcher who wants to understand, in the greatest depth possible, how and why significant people come to influence others. You want to explore this subject by interviewing individuals about their personal experiences in this matter, in as much depth as possible

Our group task is to emerge from the clinic with a better understanding of how the *listening skills* of following, reflecting and summarising are related to the quality and depth of information people are willing to share.

Listening clinic objectives

- To build up a group "tool kit" around how to use listening
- To create surface important information, deepen understanding of underlying assumptions.
- To enrich our group understanding about the nature of influence, its variations and its impacts.



*"Drawing on my fine command of language,
I said nothing..."*

Robert Benchley