

Building Confidence and Influence through Effective Communication

The Importance of Active Listening



Ordinary Listening



The Focus Is Internal
The Focus Is On Us!

I am not being listened to ☹️

- I feel:

- Awkward

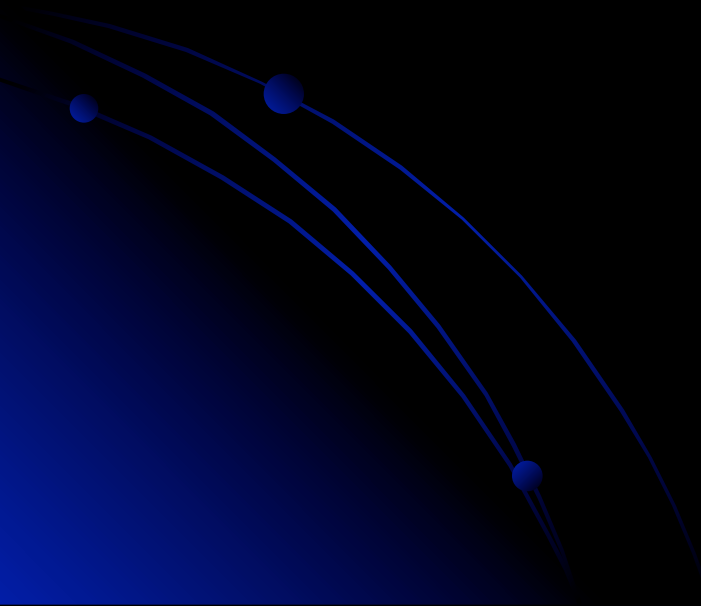
- Frustrated

- Angry

- Embarrassed

Consequence!

- There is no respect
- There is no trust
- There is no connection



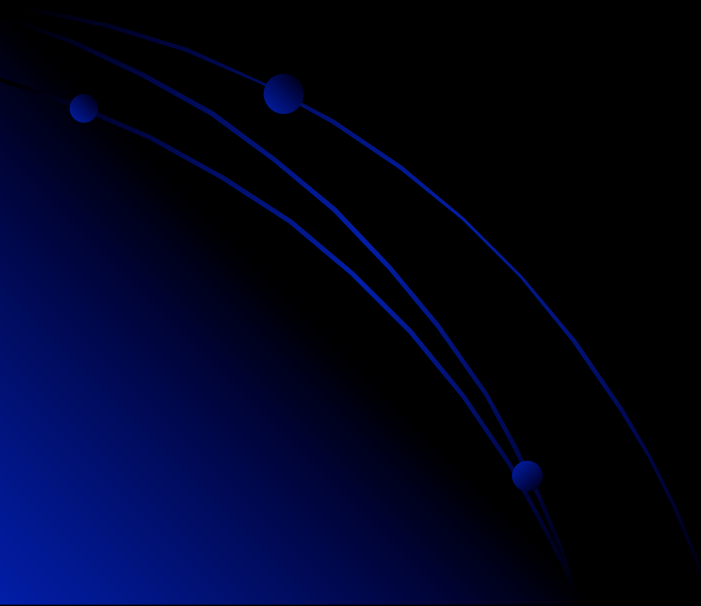
Active Listening



I wonder why
they need it?
I wonder how
they feel?

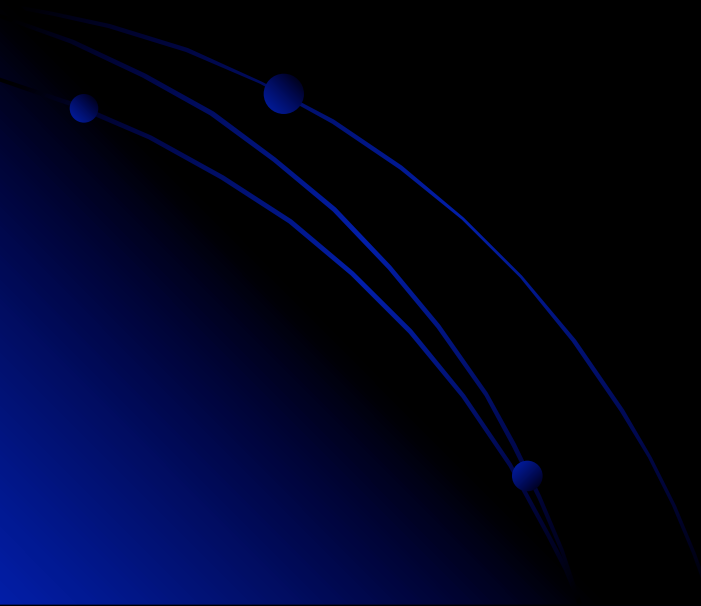
Why is Active Listening important?

- Understand
- Connect with people
- Achieve success faster



Benefits of Active Listening

- Dynamic collaborator
- Successful negotiator
- Effective communicator

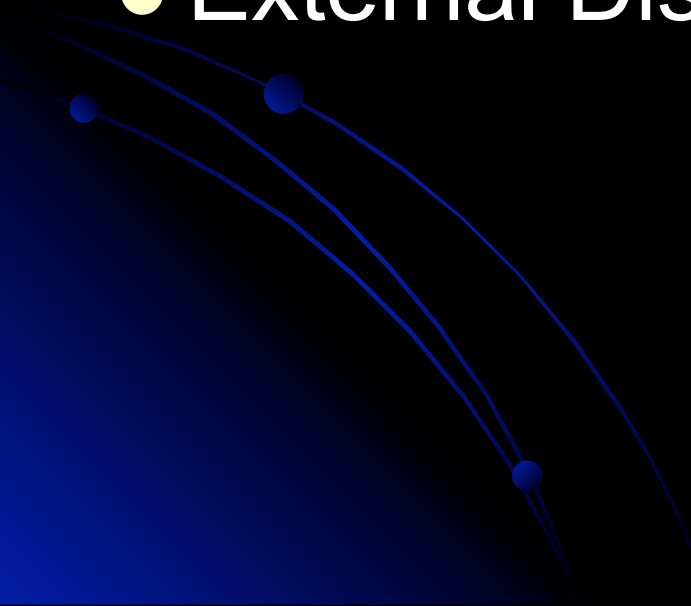


Morning Tea – Tune in

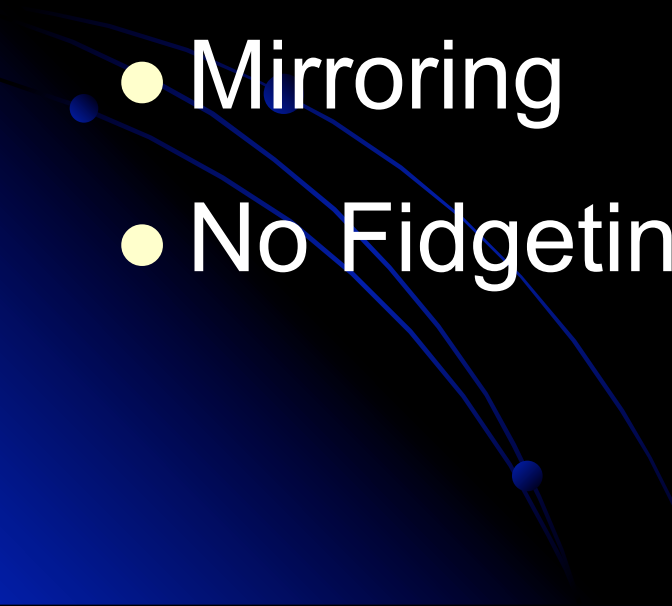
- “Listen with curiosity. Speak with honesty. Act with integrity.
- The greatest problem with communication is we don’t listen to understand. We listen to reply.
- When we listen with curiosity, we don’t listen with the intent to reply. We listen for what’s behind the words.”

Barriers to Active Listening

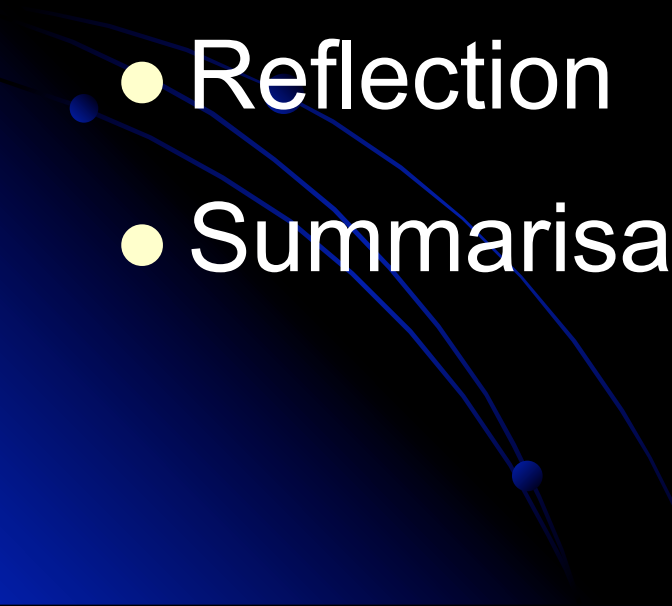
- The Inner Voice
- Negative Emotions
- Physiological State
- External Distractions




Non-verbal Habits

- Smile
 - Great Posture
 - Eye Contact
 - Mirroring
 - No Fidgeting
- 

Verbal Habits

- Remembering
 - Questioning
 - Clarification
 - Reflection
 - Summarisation
- 

The Cost of Not Listening

- Unproductive Workplaces
 - Broken Relationships
 - Dismissal and loss of income
 - Costly Law Suits
 - Senseless Wars
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We spend one-third of our lives together...

- So we only hire people we want to spend that precious time with. No exceptions.

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