Can you hear me now?

Start listening instead
Introductions

* 30 years in the software industry
* 14 years as an executive
* 9+ years as a coach practicing Agile
* Ran many departments – Development, Support, Customer Services, IS
* Worked with On Premise software and SAAS for many product lines – Healthcare, Insurance, CRM, ERP, Factory Floor, SCM, HRM, Customer Complaint Management, Customer Feedback, Call Center Quality Monitoring, Desktop Automation & Monitoring
Basis of good communication

- Need or Want
- Information Transfer
- Social Closeness
- Social Etiquette
Some Facts

* People don’t quit their jobs they quit their managers
* Ave. cost of misunderstanding $62.4 million per year per company
* In 2010 estimate 11 million meetings in USA a DAY
* Companies with effective communicators had 47% higher returns over 5 years
* Best Buy for every 1% point increased engagement store saw $100,000 increase in operating income annually.
Poor Listening

Speak at 125 words/min but process 400 words/min
Do you REALLY listen?

* Exercise
  - Person 1 - Say three sentences
  - Person 2 - Embellish
Bad Habits

* Tolerate/create distractions – email addiction
* Submit to emotional words
* Evade the difficult
* Fake attention
* Criticize the delivery or the speaker
* Become too stimulated

Daily Scorecard
Listening Techniques

* How do I know you’re listening?

* Paraphrasing
  * Keep the meaning, change the words

* Mirroring
  * Repeat their words
What Are You Listening To?

- 55% Body language, tone, facial expression
- 38% How something is said
- 7% The words
Exercise

- Part 1
  - Person 1 - “You have to go”
  - Person 2 - “I don’t want to”

- Part 2:
  - Person 1 “I want it”
  - Person 2 “You can’t have it”

Change emotion or place the emphasis on different words:
- YOU have to go
- You HAVE to go
Body Language

* Reptilian brain – Fight, Flight or Freeze. Friend or Foe
  - Smile, open gestures
  - Fake smile or half smile = predator

* Foreign country
Create Listening Opportunities

* Be available/approachable
  - Coffee pot
  - Kitchen area
  - Maintain confidentiality
* Work on something side by side
* Invite people to talk
* More important to be interested than interesting
* Be curious
The Art Of Questions

- A great way to show you are listening
- A great way to know if they are listening
- Use open questions
- Don’t manipulate
Who Knew?
Listen to what IS working
  ▪ Honor that

Listen to what is NOT working
  ▪ How will the change help?

Nothing you are doing is right or worth while
Listening Benefits

* Taking time to listen with undivided attention shows respect
Listening Benefits

* ↑ Trust = ↑ Speed + ↓ Cost
Listening Benefits

* Asking not telling promotes ownership
Practice

* Who should you be listening to?
  - Dare to have them rate you
* What are your Labels and Filters?
  - Gender, Generation (age), Nationality, Education Level, Emotion
* Develop healthy habits
* http://www.listeningpays.com/products-services/listening-habits-profile/
References

* “Just Listen”  Mark Goulston
* “Listening Pays”  Rick Bommelje