Just Listen:  
Silently Connecting to the Untold Stories to Shape Culture

Presented by:  
Walter E. Johnson, CCEP, CCEP-I  
Kforce Government Solutions, Inc.

PRESENTATION OBJECTIVES

1. How to become selected to hear an untold story and trusted as an enabler to shape culture.

2. Learn body language to demonstrate that you are ready to listen to an untold story.

3. Practical steps for the receiver to silently inform their five (5) senses and the sender that they will not be distracted from the engaging moment.
OFFICE SPACE: AN UNTOLD STORY

GROUP EXERCISE 1
2018 Compliance and Ethics Institute

"Here's why I will be a good person. Because I listen. I cannot talk, so I listen very well. I never deflect the course of the conversation with a comment of my own..."

— Garth Stein, The Art of Racing in the Rain

Source: Margo Barotta, A Good Listener
https://www.slideshare.net/
GROUP EXERCISE 2

Hearing vs. Listening

- Multi-Tasking
- Thinking of Response
- Reflecting
- Daydreaming

- Single-Task
- Processing
- Empathy
- Mindfulness
Types of Listening

- BIASED
- SELECTIVE
- ACTIVE
- CRITICAL
- INITIAL
- SYMPATHETIC

27 TYPES!

How to Get Your Employees to Speak Up

1. ZERO IN ON THE SOURCE OF THE SILENCE
2. GIVE PEOPLE OPTIONS
3. MODEL CANDOR
4. CREATE AN OWNERSHIP CULTURE
5. MAKE IT ROUTINE

Source: Harvard Business Review
https://hbr.org/
“Do not wait for extraordinary circumstances to do good; try to use ordinary situations.”

- Jean Pau Richter
Connect by bringing your “A” game to the conversation.

Body Language

- Openness vs. Defensiveness
- Expectancy vs. Frustration
- Evaluation vs. Suspicion
- Self-control vs. Nervousness
- Readiness vs. Boredom
- Confidence vs. Insecurity

Engaging Approachable Body Language
“Learn to be silent. Let your quiet mind listen and absorb.”
- Pythagoras
Albert Mehrabian’s 7-38-55 Rule of Personal Communication

- Body Language: 7%
- Voice, Tone: 38%
- Spoken Words: 55%

Source: Right Attitudes
http://www.rightattitudes.com/

“Examine what is said, not him who speaks.”
- Arabian Proverb
“People forget what you said or did but they never forget how you make them feel!”

- Maya Angelou
3 Fundamentals to Silently Connect to the Stories that Shape Culture

CONNECTING

CONTENT

COMMITMENT

“Occasions are rare; and those who know how to seize upon them are rarer.”

- Josh Billings
A1: Engaging Approachable Body Language

Source: the blog of the Fortune Academy Mighty Oaks
https://thefortuneacademy.wordpress.com/
A2: Body Language

Body Language
How people stand could say a lot about what they're thinking and feeling

- **Arms Akimbo**: Putting your hands on your hips with elbows out could say that you are displaying self-confidence.
- **Feet Facing Directly Towards Someone**: Facing or standing with your feet pointed toward someone is confident.
- **Mirroring**: Mirroring someone's or including personal space body language could say that you are interested in that person and also comfortable with their presence.
- **Shaking your Legs**: Shaking your legs with your hips when you're sitting or standing could say you're nervous, bored, or anxious.
- **Lowering your Head**: Lowering your head when you're talking or being spoken to is sometimes a sign of weakness or maybe hiding something, like the truth.
- **Power Posing**: Growing your chest forward and crossing your hands on your hips.
- **Arched Eyebrows**: Raised eyebrows could say that you are intrigued or what the person is saying.
- **Direct Eye Contact**: Looking into someone's eyes could say that you are interested in what they are saying.
- **Blinking to much**: Blinking your eyes too much could say that you are nervous in America.
- **Squinting**: Squinting your eyes could say that you feel threatened or on alert.
- **Arms Crossed**: Crossing your arms over your chest say that you are closed off or unapproachable or unapproachable.

Source: Communicaid
https://www.comunicaid.com

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A3: Whole Body Listening

Source: Pinterest (TeachersPayTeachers)
A4: Types of Listening

Active listening
Listening in a way that demonstrates interest and encourages continued speaking.

Appreciative listening
Looking for ways to accept and appreciate the other person through what they say. Seeking opportunity to praise.

Alternatively listening to something for pleasure, such as to music.

Attentive listening
Listening obviously and carefully, showing attention.

Biased listening
Listening through the filter of personal bias.

Casual listening
Listening without obviously showing attention. Actual attention may vary a lot.

Comprehension listening
Listening to understand. Seeking meaning (but little more).

Content listening
Listening to understand. Seeking meaning (but little more).

Critical listening
Listening in order to evaluate, criticize or otherwise pass judgment on what someone else says.

Deep listening
Seeking to understand the person, their personality and their real and unspoken meanings and motivators.

Dialogic listening
Finding meaning through conversational exchange, asking for clarity and testing understanding.

Discriminative listening
Listening for something specific but nothing else (eg. a baby crying).

Empathetic listening
Seeking to understand what the other person is feeling. Demonstrating this empathy.

Evaluative listening
Listening in order to evaluate, criticize or otherwise pass judgment on what someone else says.

False listening
Pretending to listen but actually spending more time thinking.

Full listening
Listening to understand. Seeking meaning.

High-integrity listening
Listening from a position of integrity and concern.

Inactive listening
Pretending to listen but actually spending more time thinking.

Informative listening
Listening to understand. Seeking meaning (but little more).

Source: Changing Minds
http://changingminds.org
A4: Types of Listening (continued)

Initial listening
Listening at first then thinking about response and looking to interrupt.

Judgmental listening
Listening in order to evaluate, criticize or otherwise pass judgment on what someone else says.

Partial listening
Listening most of the time but also spending some time day-dreaming or thinking of a response.

Reflective listening
Listening, then reflecting back to the other person what they have said.

Relationship listening
Listening in order to support and develop a relationship with the other person.

Sympathetic listening
Listening with concern for the well-being of the other person.

Therapeutic listening
Seeking to understand what the other person is feeling. Demonstrating this empathy.

Total listening
Paying very close attention in active listening to what is said and the deeper meaning found through how it is said.

Whole-person listening
Seeking to understand the person, their personality and their real and unspoken meanings and motivators.

Source: Changing Minds
http://changingminds.org

A5: Listening Wallet Cards

L – LEARN from this interaction
I – be INTENTIONAL
S – SHARE...only when necessary
T – TEACHABLE MOMENTS
E – EQUIP... only when appropriate
N – NOTICE RESPONSE

C – CONNECT
Bring your “A” game!

C – CONTENT
Listen and absorb!

C – COMMIT
Exceed expectations!
Contact Information

Walter E. Johnson, CCEP, CCEP-I, CHC, CHPC
Director of Compliance & Ethics

Kforce Government Solutions (KGS)
2677 Prosperity Avenue
Suite 100
Fairfax, Virginia 22031
Office: 703.245.7528
Cell: 301.337.5799
Email: wjohnson@kforcegov.com
Homepage: www.kforcegov.com