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

- Time spent communicating: 70%
- We are distracted, preoccupied, or forgetful: 75%
- We remember: 20% of what we hear
- 45% of what we know is acquired through listening
- 85% of what we know is acquired through listening
- The remainder is spent on writing, reading, and speaking
- Source: Margo Barotta, A Good Listener

70% represents how much time we spend listening. The remainder is spent on writing, reading, and speaking.

“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
GROUP EXERCISE 2

Hearing vs. Listening

- Multi-Tasking
- Thinking of Response
- Reflecting
- Daydreaming
- Single-Task
- Processing
- Empathy
- Mindfulness

Types of Listening

- Biased
- Selective
- Active
- Sympathetic
- Critical

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/

CONNECTING

“Do not wait for extraordinary circumstances to do good; try to use ordinary situations.”
- Jean Paul Richter
Connect by bringing your “A” game to the conversation.

Body Language

- Positive vs. Defensive
- Evaluation vs. Impression
- Expressive vs. Inhibition
- Self-esteem vs. Morality

Engaging, Approachable Body Language

CONTENT
“Learn to be silent. Let your quiet mind listen and absorb.”

- Pythagoras

Albert Mehrabian’s 7-38-55 Rule of Personal Communication

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

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

“Examine what is said, not him who speaks.”

- Arabian Proverb
COMMIT

JUST DO IT.

"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

APPENDIX

A1: Engaging Approachable Body Language

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

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

Appreciative listening
Listening 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 motivation.

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

<table>
<thead>
<tr>
<th>Type of Listening</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dialogic listening</td>
<td>Finding meaning through conversational exchange, asking for clarity and testing understanding.</td>
</tr>
<tr>
<td>Discriminative listening</td>
<td>Listening for something specific but nothing else (e.g., a baby crying).</td>
</tr>
<tr>
<td>Empathetic listening</td>
<td>Seeking to understand what the other person is feeling, demonstrating this empathy.</td>
</tr>
<tr>
<td>Evaluative listening</td>
<td>Listening in order to evaluate, criticize or otherwise pass judgment on what someone else says.</td>
</tr>
<tr>
<td>False listening</td>
<td>Pretending to listen but actually spending more time thinking.</td>
</tr>
<tr>
<td>Full listening</td>
<td>Listening to understand, seeking meaning.</td>
</tr>
<tr>
<td>High-integrity listening</td>
<td>Listening from a position of integrity and concern.</td>
</tr>
<tr>
<td>Inactive listening</td>
<td>Pretending to listen but actually spending more time thinking.</td>
</tr>
<tr>
<td>Informative listening</td>
<td>Listening to understand, seeking meaning (but little more).</td>
</tr>
<tr>
<td>Initial listening</td>
<td>Listening at first then thinking about response and looking to interrupt.</td>
</tr>
<tr>
<td>Judgmental listening</td>
<td>Listening in order to evaluate, criticize or otherwise pass judgment on what someone else says.</td>
</tr>
<tr>
<td>Partial listening</td>
<td>Listening most of the time but also spending some time daydreaming or thinking of a response.</td>
</tr>
<tr>
<td>Reflective listening</td>
<td>Listening, then reflecting back to the other person what they have said.</td>
</tr>
<tr>
<td>Relationship listening</td>
<td>Listening in order to support and develop a relationship with the other person.</td>
</tr>
<tr>
<td>Sympathetic listening</td>
<td>Listening with concern for the well-being of the other person.</td>
</tr>
<tr>
<td>Therapeutic listening</td>
<td>Seeking to understand what the other person is feeling, demonstrating this empathy.</td>
</tr>
<tr>
<td>Total listening</td>
<td>Paying very close attention in active listening to what is said and the deeper meaning found through how it is said.</td>
</tr>
<tr>
<td>Whole person listening</td>
<td>Seeking to understand the person, their personality and their real and unspoken meanings and motivations.</td>
</tr>
</tbody>
</table>

Source: Changing Minds  
http://changingminds.org

### A5: Listening Wallet Cards

<table>
<thead>
<tr>
<th>L – LEARN from this interaction</th>
<th>I – be INTENTIONAL</th>
<th>S – SHARE...only when necessary</th>
<th>T – TEACHABLE MOMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>C – CONNECT</td>
<td>C – CONTENT</td>
<td>E – EQUIP...only when appropriate</td>
<td>C – COMMIT</td>
</tr>
<tr>
<td>Bring your &quot;A&quot; game!</td>
<td>Listen and absorb!</td>
<td>Exceed expectations!</td>
<td></td>
</tr>
<tr>
<td>NOTICE RESPONSE</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Compliance & Ethics Institute
http://complianceandethics.org
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