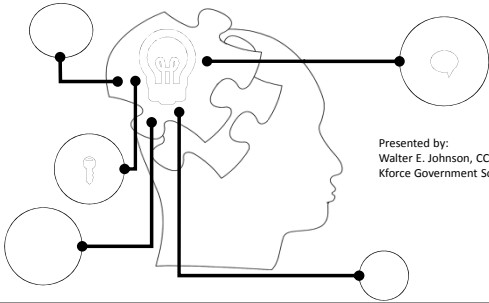


Just Listen: Silently Connecting to the Untold Stories to Shape Culture



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

PRESENTATION OBJECTIVES

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

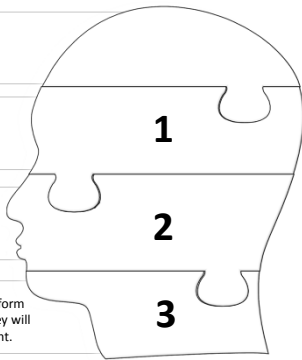
1

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

2

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.

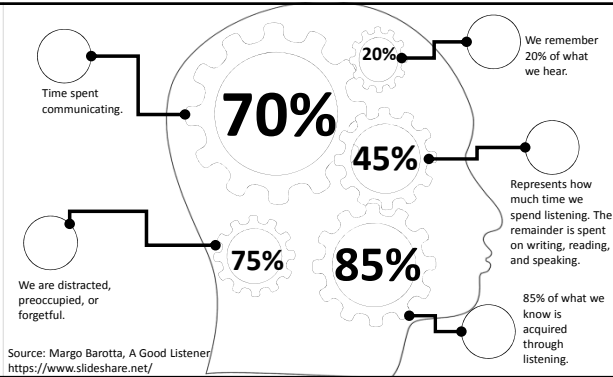
3



OFFICE SPACE: AN UNTOLD STORY



GROUP EXERCISE 1



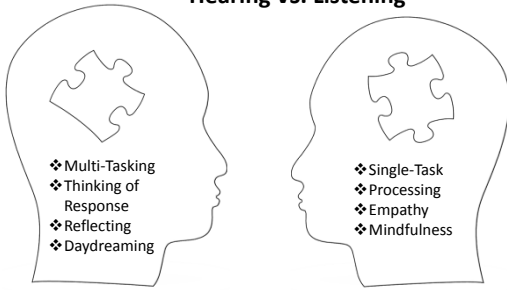
“Here’s why I will be a good person. Because I listen. I cannot talk, so I listen very well. I never deflect the course of the conversation with a comment of my own...”

— Garth Stein, *The Art of Racing in the Rain*

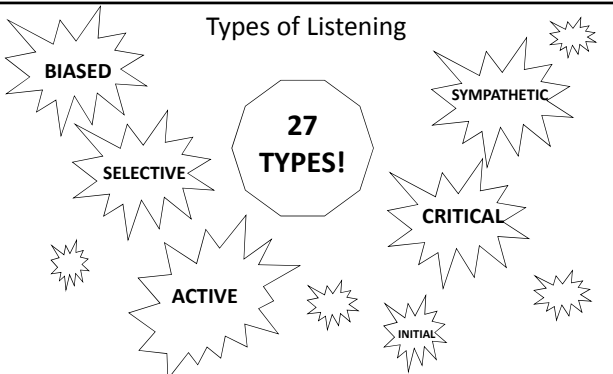


GROUP EXERCISE 2

Hearing vs. Listening



Types of Listening



How to Get Your Employees to Speak Up



Source: Harvard Business Review
<https://hbr.org/>

CONNECTING



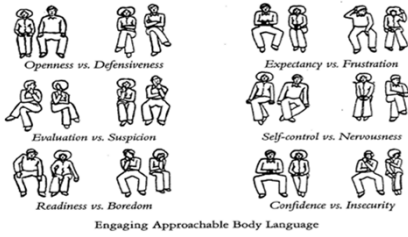
“Do not wait for extraordinary circumstances to do good; try to use ordinary situations.”

- Jean Pau Richter

Connect by bringing your "A" game to the conversation.



Body Language

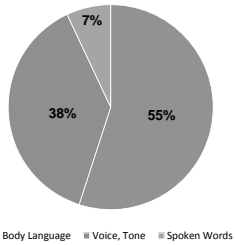


CONTENT



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

**Albert Mehrabian's
7-38-55 Rule of Personal Communication**



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

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

COMMIT



“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



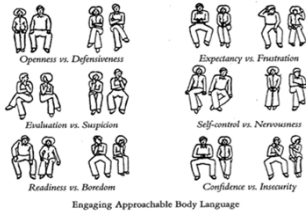
COMMITMENT

“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

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

Arms Akimbo
Holding your hands on your hips with elbows out signals that you are in charge. It's a sign of confidence and authority.

Feet Facing Directly Towards Someone
Facing someone with their feet pointed toward them is a sign of interest and engagement.

Mirroring
Mirroring someone or mimicking their actions and movements is a sign of rapport and connection.

Shaking your Legs
Moving your legs or fidgeting with your feet can indicate nervousness or discomfort.

Lowering your Head
Lowering your head or looking down can be a sign of submission or a lack of confidence.

Power Posing
Power posing involves standing with your feet apart, shoulders back, and head up. It's a sign of confidence and authority.

Arched Eyebrows
Arched eyebrows can indicate surprise, concern, or skepticism.

Direct Eye Contact
Maintaining direct eye contact is a sign of interest and engagement.

Blinking to much
Excessive blinking can be a sign of nervousness or discomfort.

Squinting
Squinting can indicate that you are interested in what they are saying.

Arms Crossed
Crossing your arms can be a sign of defensiveness or a lack of interest.

Source: Communicaid
<https://www.communicaid.com>

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**
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.

Source: Changing Minds
<http://changingminds.org>

A4: Types of Listening (continued)

- 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



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