

Powerful Listening



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StandUP

Inspiring community from the inside out.

Listening vs. Hearing

Hearing

Passive
Automatic
Just sound
Requires no effort
Happens with your ears

Hearing is a subconscious behavior

Listening

Active
Intentional
Meaning + Emotion
Requires focus, curiosity, and empathy
Happens with your presence

Listening is a conscious choice



speaker



listener



Forming judgments
Having biases
Self-talk
Fear of being judged
Fear of offending
Fear of not being liked
Past experiences
Assumptions
Limiting beliefs
Power/Status



2

Relational/Intuitive Listening

1

Active Listening

0

{ Relating, All About Me
Advice Giving

-1

Walk away/distracted listen

-2

Being cell-phoned or
Physical barriers

Please discuss...

Where do you think you default most of the time?

When do you notice you listen from levels 1 or 2 most?

2

Validating

1

Acknowledging

0

-1

-2

Acknowledging

- Listening LEVEL 1
 - I am receiving what you are saying as you've intended
 - I can hear what's true for you without my own “stuff” getting in the way or making it about me
 - I can hear what's true for you without being reactive (judgment)
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NOT Acknowledging

- Ignore
 - Don't acknowledge what they say or do
 - Look the other way
 - Pretend you don't see what's happening
 - Minimize and move on
- Discredit the individual
- Punitive consequences/ Threatening
- Blame/get frustrated or visibly upset
- Judge or take things personally

Acknowledging Strategies

- When we **ACKNOWLEDGE**, we acknowledge **THE WORDS BEING SAID**.
- We are asking for clarity. We are making sure we understand someone correctly.
- Mirror back
- “Tell me more”
- “What do you mean by _____?”
- “What else is important for me to know?”
- “Did I get that right?”

Validating

- Listening LEVEL 2
 - I step into your perspective
 - Your perspective is valid
 - Your feelings are valid
 - I can “be” with you in your feelings and perspective without trying to fix or change them or you
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NOT Validating

- Calm down.
- It's no big deal.
- Get over it.
- Can we just move on?
- That's ridiculous.
- You're over-reacting.
- You're so dramatic.
- That's not how it happened
- I understand
- I know how you feel

Validating Strategies

- When we **VALIDATE** we are validating **FEELINGS**. You may need to ask about the feelings that are/were present for someone.
- “It makes sense that...”
- “It’s understandable that...”
- “Of course you _____, if you felt _____”



Validating is **NOT**
Agreeing

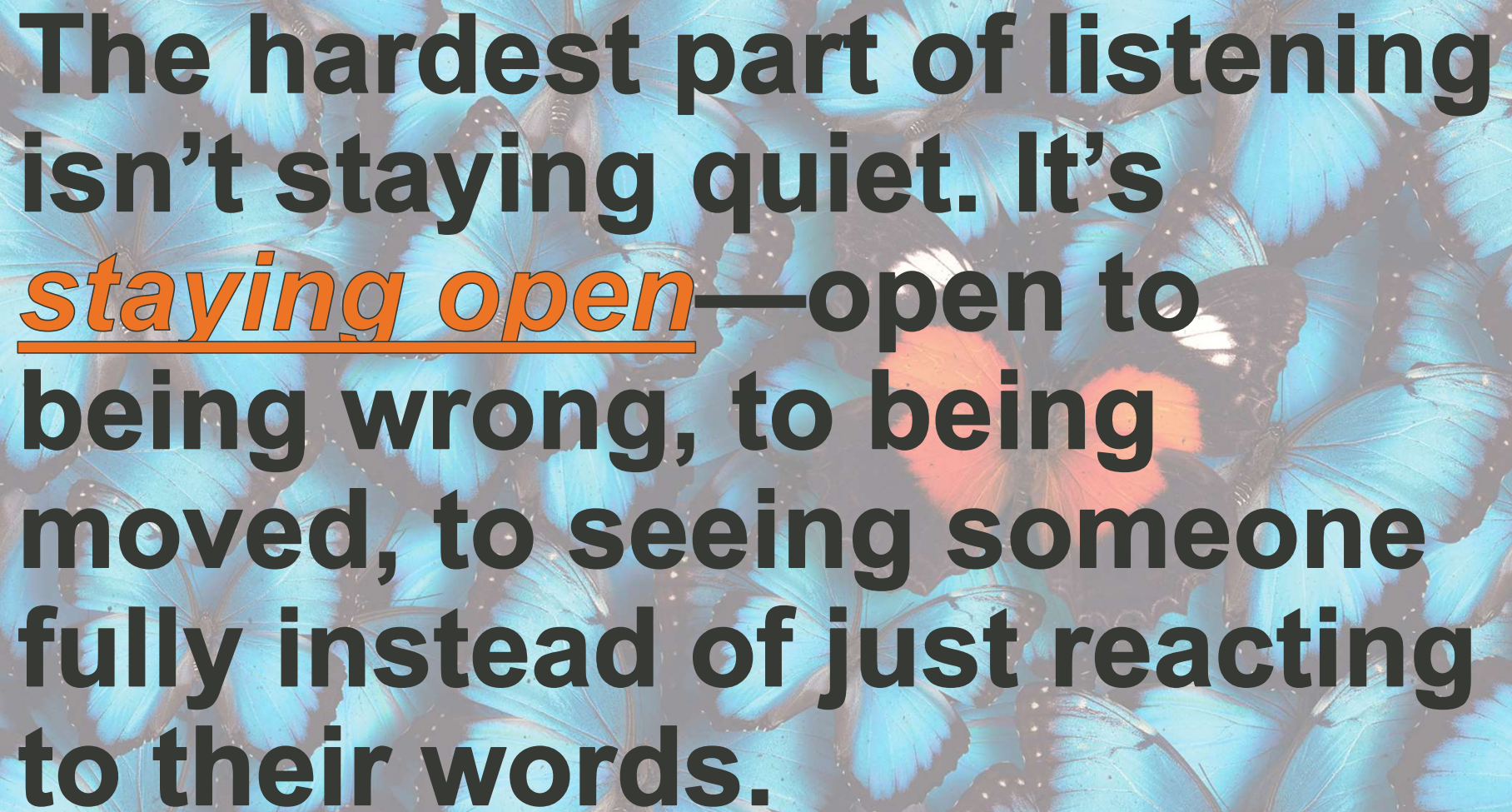
Stand**UP**

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Benefits of powerful communication in your work:

(listening, acknowledging and validating)

- We develop a new perspective from someone else's experience, lift voices
- Others feel seen, heard and valued
- Create buy-in
- We are focused on the humanity underneath the words
- We build relationships
- We LEARN and GROW
- “Hard” conversations become less “hard”
- We more easily find “win-win” solutions

The background of the image is a dense pattern of blue butterflies, likely Gossamer-winged butterflies, with some orange butterflies interspersed. The text is overlaid on this pattern.

The hardest part of listening
isn't staying quiet. It's
staying open—open to
being wrong, to being
moved, to seeing someone
fully instead of just reacting
to their words.