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The Value of Wanting to Listen

November 2020



If the issue of learning better listening skills has you saying "Ugh, not that again!", I'm with you. Listening skills workshops may not be anybody's favorite. That said, as a coach, I continue to learn the value of listening with my whole self, not only for what is said, but more importantly, what isn't said at all or what's lies deeper, underneath what is being said.

During a recent webinar I attended for my own professional development, I heard something that caught

When did someone
listen to you that it
mattered?

What *difference*
did it make for
you?

How can you *pay it*
forward?

The word
LISTEN
contains
the same
letters
as the word
SILENT.

-Alfred Brendal

my attention. It was somewhat profound to me and certainly pertinent to our work worlds. Here's what I heard:

Most people have the skills [for good listening], but it's about motivation... (read on)

If you ask someone, "Are you a good listener?", the answer you'll most often hear is, "Well, most of the time, sort of, when..."

But if you ask instead, "Are you a good listener when you want to be?", the answer you'll likely hear is "YES!"

So the issue is the value of wanting to listen!

During these strange and often challenging times of COVID, everyone is experiencing a variety of changes, pressures and stressors, and even though a lot has started to become a new normal, there are times when, for each of us, it just all seems like too much and we strike a period, however short-lived, of being down and not being at all productive. Listening is always a good skill, and now more than ever, it could serve to reduce your stress by listening to support others before their stress becomes yours too. The more people there are who are struggling, the more it impacts everyone on the team.

Most of you have likely had some type of professional development around listening skills. Take a minute right now and list three things about listening, or three situations which require your listening, where you could have a more positive impact for yourself or others if you were motivated to apply those skills or in those situations more consistently.

- 1.
- 2.
- 3.

Listen.
People start
to heal
the moment
they
feel heard.

-Cheryl Richardson

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You never get
people's
FULLER
attention
than when
you're
LISTENING
to them
- William Feather

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What are the benefits you get from listening for the message behind the message or listening for what isn't being said? Here are a few that come to my mind:

- Hearing that someone is frustrated and they need someone to hear them and maybe help them find a solution
- Uncovering a pain point of one of your clients/customers which provides the opportunity for you to provide a solution
- Finding out that something you thought or assumed was working, really isn't and it requires some type of shift
- Recognizing that someone needs a safe place to vent without judgment, which may provide the opportunity for them to be open to a fresh perspective, before their stress impacts others, including, maybe you.

Here are two tips clients have shared with me. They are good reminders:



WAIT! – (An acronym)

Why

Am

I

Talking?



STOP! – (An acronym)

Stop

Take a breath

Recognize
and capitalize on
your strengths

Think through
complex and sticky
issues

Re-examine
your perspective when
appropriate

Create a plan
you can confidently
embrace to move
forward



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TOPICS:**

1. Handle Difficult
Conversations with
Confidence
2. Quick-Start Your New
Leadership Role: Position
Yourself for Success

Observe

Proceed with kindness

When another person speaks, if you have a tendency to respond quickly, STOP! What are you hearing? Observe their tone and body language. Ask a follow-up question or ask them to tell you more. Ask what's going on in their world right now.

Listening is definitely a learned skill/behavior. It takes effort to be diligent about listening AND it pays off!

So, how can you support others, and benefit yourself in a multitude of ways by being motivated to WANT to listen.

What value will you uncover by WANTING to listen?

We here at Kacik Consulting Services wish you all a Happy Thanksgiving. It will be different this year for many of you. Families may not be together this year, but we hope you will find new ways to share your love and joy with your family and friends, near and far, by sharing what you are thankful for.

From our team, Joy, Valerie, Perry and Sophie, our faithful golden retriever who is always with us when we're working (and playing).



Joy and Sophie

3. Managing People Through Change

4. Be a Strategic Thinker and Decision Maker

5. Stress is an Inside Job!

6. Coaching & Mentoring Skills

7. Everything is Negotiable - Do It Skillfully!

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Perry



Valerie

Joy is a conference speaker, team and leadership development consultant, customized trainer and facilitator and a Certified Professional Coach with expertise in personal career coaching, job offer and salary negotiations and executive coaching.

As an Insights Discovery® licensed practitioner, Joy provides clients the added value of the Discovery® Portfolio of tools when working with individuals, teams, leaders and organizations to create inspiring visions for collaborative, cohesive teams to produce superior results.

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