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**Guest,**

**Welcome to:**

## **Listening Is More Powerful Than Speaking: Turning Your Ears Into Powerful Tools To Impact The Actions Of Others**

Presented by  
Lighthouse Consulting Services, LLC

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**Featured Guest:**

Tom Drucker  
Consultant In Corporate Innovation

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**Host:**

Dana Borowka, MA  
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## The Purpose of Our Dialogue Today

- Enhance your capability to use listening to impact relationships and results
- Remind you of some fundamental and universal ideas about listening
- Suggest a new method of listening for you to use in your professional and personal life



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## Listening Fundamentals

- Language is a constant presence in our lives
  - We receive thousands and thousands of verbal and non-verbal messages from others every day
  - We also “talk to ourselves” constantly
  - Our conscious and unconscious mind automatically filters and shapes this stream of data into our experience which we call “reality”

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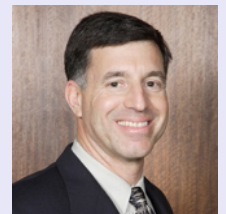
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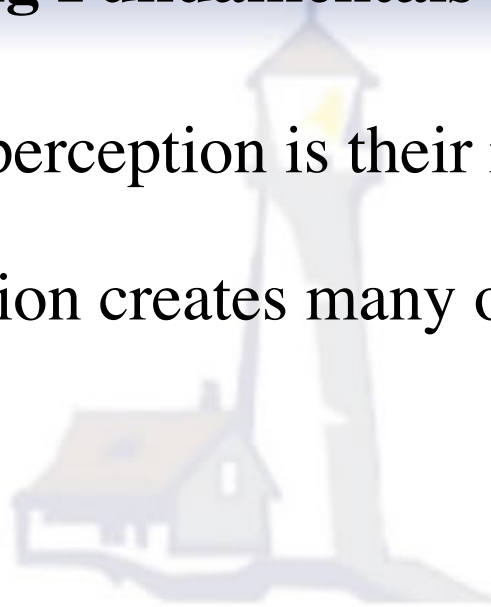


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## Listening Fundamentals (cont.)

- Everyone's perception is their reality
- This condition creates many opportunities for biases



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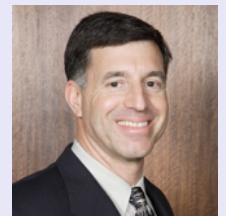
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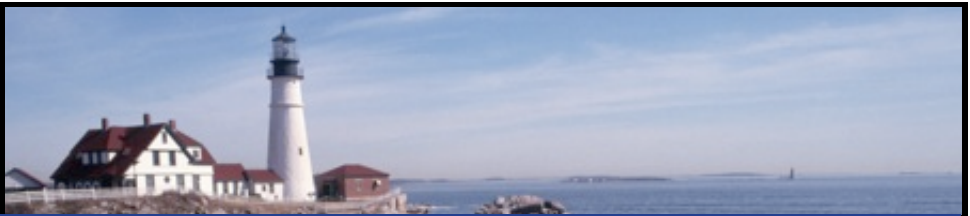
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## Listening Is An Automatic Filtering Process (cont.)

- It's sometimes tough for a new idea to get through our automatic filters (Experts call this a narrative rut)
- However this automatic filtering process can be impacted by our awareness and intentions
- Lets practice this now...

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## Notice How You Can Switch Between 'Seeing' The Young And The Old Woman



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## Notice How You Can Switch Between 'Seeing' The Young And The Old Woman (cont.)



- What capacity are you using to switch between seeing each image?

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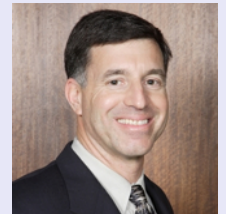
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## Notice How You Can Switch Between 'Seeing' The Young And The Old Woman (cont.)



- How can you strengthen this capacity in yourself?

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## Notice How You Can Switch Between 'Seeing' The Young And The Old Woman (cont.)



- Shifting from “automatic” to 'intentional' listening uses the same 'muscle' as shifting between seeing the young and old woman

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## Active Listening

- Most of us know that active listening refers to letting the other person know you've heard what they said by repeating their main points
  - A useful communication method
  - Effective in some circumstances
  - Often transparent or obvious when used as a technique
- Other modes of listening are available to you

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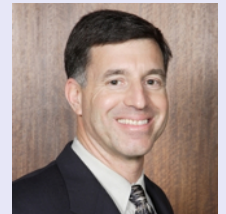
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## How Intentional Listening Can Impact Relationships and Results

- Beyond the technique of actively listening, we have the ability to recreate another person's experience so they feel truly understood and appreciated
- Listening this deeply allows you to inhabit their point of view, imagine how and what they feel and to 'see the world' from their perspective

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## How Intentional Listening Can Impact Relationships and Results (cont.)

- Listening and then speaking to recreate another person's experience does not imply you have agreed with them or abandoned your point of view

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## Listening Generously

- Listening beyond your own points of view, bias, beliefs and judgments
- Listening to both the words and the emotions
- Listening and then communicating to the other person your experience of them and their 'reality'
- Intentionally listening generously for what the other person's ideas or point of view may stimulate you to consider
- This is listening for possibilities and opportunities for action that can arise from a dialogue

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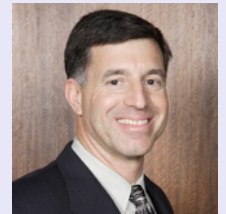
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## Impacting Relationships

- Intentionally listening generously gives you the opportunity to create a unique bond with another person
- This experience of empathy can reduce feelings of isolation and set the stage for resolving conflicts or disputes and stimulate creativity
- In both personal and professional relationships, intentionally Entering Another's Reality demonstrates your intellectual and emotional flexibility

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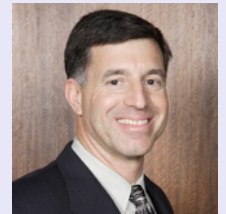
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## Conclusions

- Becoming aware of our automatic listening patterns is an important step in learning to intentionally listen to others (and ourselves)
- Listening generously is a gift to give others as well as a skill to develop

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## Conclusions

- This type of intentional listening can change your relationships
- Beyond an experience of empathy, a bond is created that strengthens your relationship and allows for creative and collaborative actions

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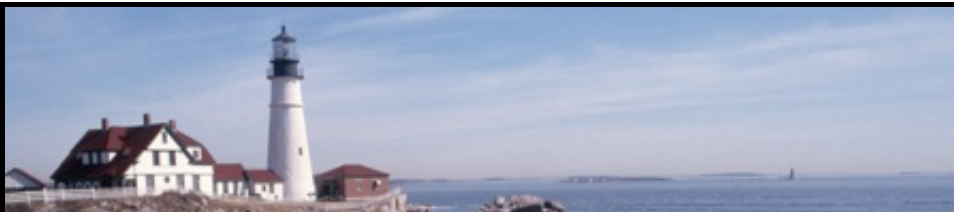
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**Thank you for attending today's program:**

**Listening Is More Powerful Than Speaking: Turning Your Ears Into Powerful  
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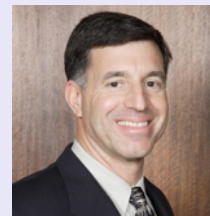
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