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

To print program slides, click here:

Featured Guest:
Tom Drucker
Consultant In Corporate Innovation
Phone: 310-306-2066
Email: tom@corporateinnovation.com
Website: www.corporateinnovation.com

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com

© 2012 Lighthouse Consulting Services, LLC All Rights Reserved

3130 Wilshire Blvd. Suite 550
Santa Monica, CA 90403
T 310.453.6556
F 310.828.6987
reception@lighthouseconsulting.com

- In-depth Workstyle & Personality Assessments
- Interpersonal Coaching
- Workshops - Cracking The Personality Code
- Career Guidance
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

Featured Guest:
Tom Drucker
Consultant In Corporate Innovation
Phone: 310-306-2066
Email: tom@corporateinnovation.com
Website: www.corporateinnovation.com

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com

© 2012 Lighthouse Consulting Services, LLC All Rights Reserved

3130 Wilshire Blvd. Suite 550
Santa Monica, CA 90403
T 310.453.6556
F 310.828.6987
reception@lighthouseconsulting.com

- In-depth Workstyle & Personality Assessments
- Interpersonal Coaching
- Workshops - Cracking The Personality Code
- Career Guidance
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”

Featured Guest:
Tom Drucker
Consultant In Corporate Innovation
Phone: 310-306-2066
Email: tom@corporateinnovation.com
Website: www.corporateinnovation.com

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com

© 2012 Lighthouse Consulting Services, LLC All Rights Reserved
Listening Fundamentals (cont.)

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

Featured Guest:
Tom Drucker
Consultant In Corporate Innovation
Phone: 310-306-2066
Email: tom@corporateinnovation.com
Website: www.corporateinnovation.com

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com

© 2012 Lighthouse Consulting Services, LLC All Rights Reserved
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

To print program slides, click here:

Featured Guest:
Tom Drucker
Consultant In Corporate Innovation
Phone: 310-306-2066
Email: tom@corporateinnovation.com
Website: www.corporateinnovation.com

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com

© 2012 Lighthouse Consulting Services, LLC  All Rights Reserved

3130 Wilshire Blvd. Suite 550
Santa Monica, CA 90403
T 310.453.6556
F 310.828.6987
reception@lighthouseconsulting.com

- In-depth Workstyle & Personality Assessments
- Interpersonal Coaching
- Workshops - Cracking The Personality Code
- Career Guidance
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…
Notice How You Can Switch Between 'Seeing' The Young And The Old Woman
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?
Notice How You Can Switch Between 'Seeing' The Young And The Old Woman (cont.)

- How can you strengthen this capacity in yourself?

**Featured Guest:**
Tom Drucker  
Consultant In Corporate Innovation  
Phone: 310-306-2066  
Email: tom@corporateinnovation.com  
Website: www.corporateinnovation.com

**Host:**
Dana Borowka, MA  
CEO, Lighthouse Consulting Services, LLC  
Author of Cracking The Personality Code  
Phone: (310) 453-6556, ext. 403  
Email: dana@lighthouseconsulting.com  
Book: www.crackingthepersonalitycode.com
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

Featured Guest:
Tom Drucker
Consultant In Corporate Innovation
Phone: 310-306-2066
Email: tom@corporateinnovation.com
Website: www.corporateinnovation.com

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com

In-depth Workstyle & Personality Assessments
Interpersonal Coaching
Workshops - Cracking The Personality Code
Career Guidance
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
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.
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
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

Featured Guest:
Tom Drucker
Consultant In Corporate Innovation
Phone: 310-306-2066
Email: tom@corporateinnovation.com
Website: www.corporateinnovation.com

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com
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.

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com
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
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

Featured Guest:
Tom Drucker
Consultant In Corporate Innovation
Phone: 310-306-2066
Email: tom@corporateinnovation.com
Website: www.corporateinnovation.com

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com
Thank you for attending today's program:

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

Click Here to contact our Featured Guest directly.

Click on this link to sign up for our upcoming Open Line:
How to Turn Fear and Stress into Strengths

Presented by
Lighthouse Consulting Services, LLC

Featured Guest:
Tom Drucker
Consultant In Corporate Innovation
Phone: 310-306-2066
Email: tom@corporateinnovation.com
Website: www.corporateinnovation.com

Host:
Dana Borowka, MA
CEO, Lighthouse Consulting Services, LLC
Author of Cracking The Personality Code
Phone: (310) 453-6556, ext. 403
Email: dana@lighthouseconsulting.com
Book: www.crackingthepersonalitycode.com

3130 Wilshire Blvd. Suite 550
Santa Monica, CA 90403
T 310.453.6556
F 310.828.6987
reception@lighthouseconsulting.com

• In-depth Workstyle & Personality Assessments
• Interpersonal Coaching
• Workshops - Cracking The Personality Code
• Career Guidance