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ACTIVE LISTENING AS A CONFLICT MANAGEMENT SKILL

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LEARNING OBJECTIVES

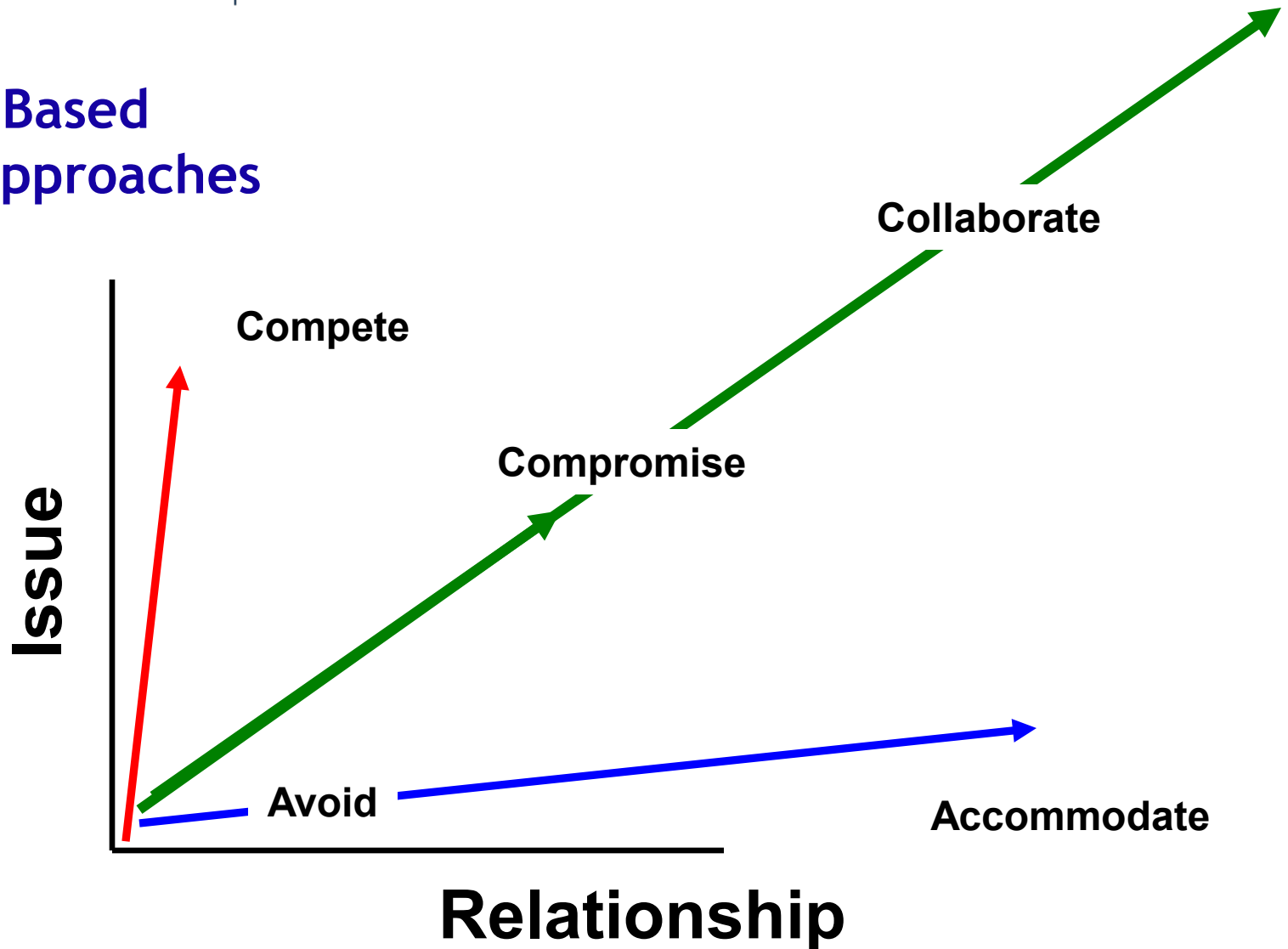
- Learn about communicating effectively with your peers, our subordinates, our managers, and with those that we audit is essential for successful outcomes.
- Discuss ineffective communication approaches and how that can derail even the best intentions.
- Develop strategies for utilizing communication skills for improved workplace environments, enhanced conflict resolution outcomes, and all-important mission accomplishment goals.



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Situation-Based Conflict Approaches





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A Dispute...

The Facts

The Law(s)

The Positions

Misunderstandings

Perceptions

Emotions

Interests

Concerns

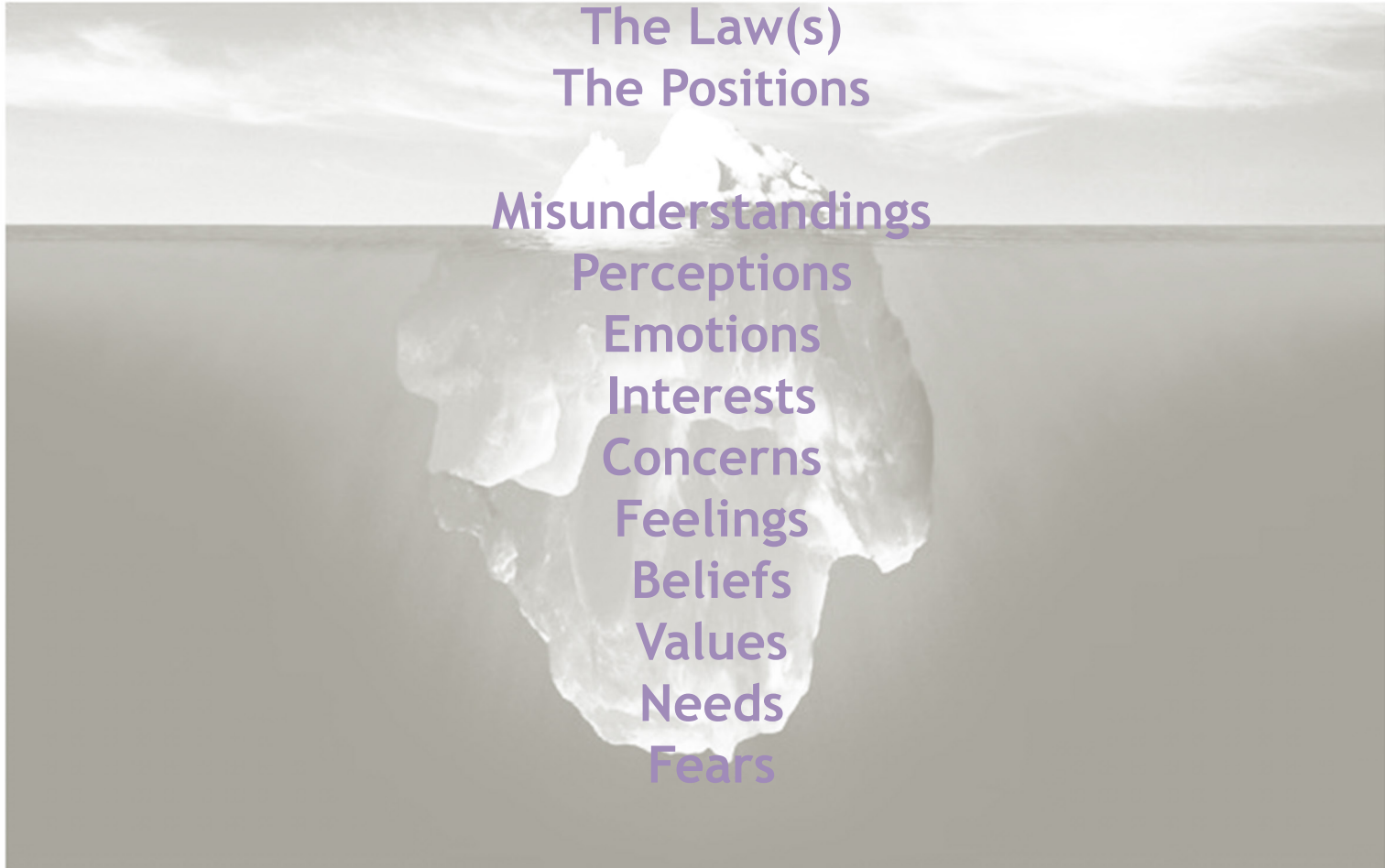
Feelings

Beliefs

Values

Needs

Fears





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CALM the Conflict

- C oncentrate
- A nd
- L isten
- M ore





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HOW WERE YOU TAUGHT TO LISTEN?



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Communication Skill	Order Learned	Extent Used	Extent Taught
Listening	1 st	1 st	4 th
Speaking	2 nd	2 nd	3 rd
Reading	3 rd	3 rd	2 nd
Writing	4 th	4 th	1 st



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WRITE DOWN YOUR DEFINITION OF LISTENING





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INTERNATIONAL LISTENING ASSOCIATION

Group of scholars from the International Listening Association met in 1994 and produced the following definition:



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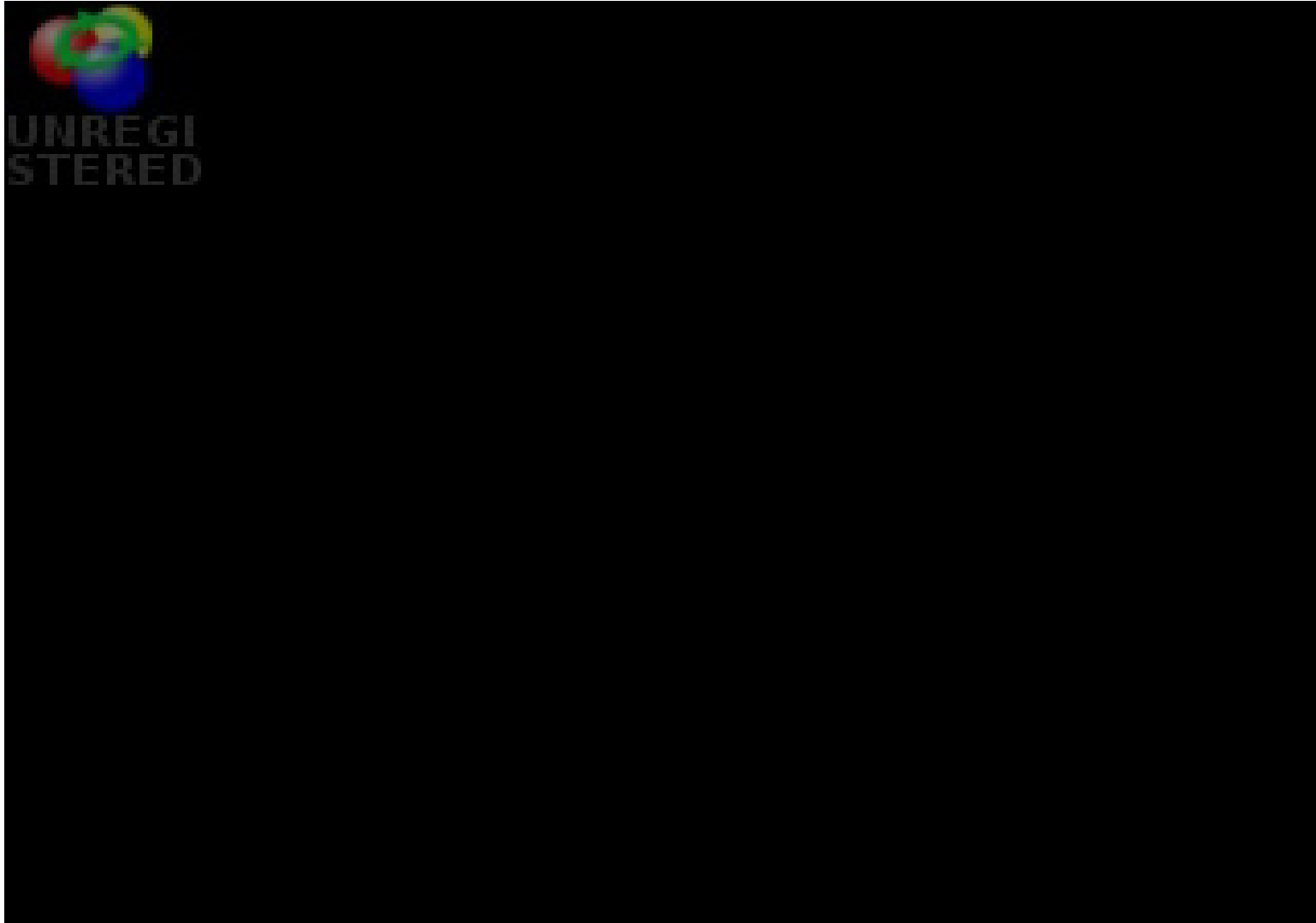
INTERNATIONAL LISTENING ASSOCIATION

Listening is the process of (1) receiving, (2) constructing meaning from, and (3) responding to spoken and/or non-verbal messages



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Perceptions/Filters



All our knowledge has its origins in our perceptions.

- *Leonardo da Vinci*



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HEARING & LISTENING

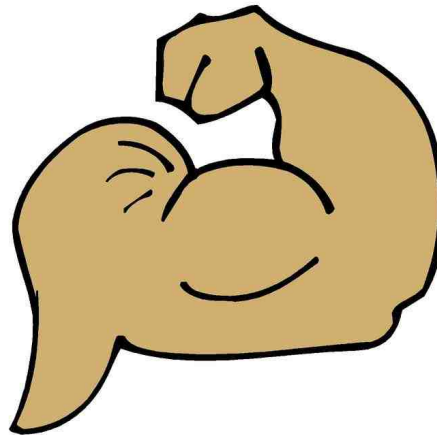
- Hearing: Physical/biological function accomplished through the ears
- Listening: “We listen not only with our ears, but with our eyes, mind, heart and imagination as well.” –Carl Roger



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HEARING & LISTENING





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“YOU CANNOT TRULY LISTEN TO ANYONE AND DO ANYTHING AT THE SAME TIME”

M. Scott Peck





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**Sit quietly with eyes closed
for 30 seconds**

**Count the number of thoughts
that pop into your head**

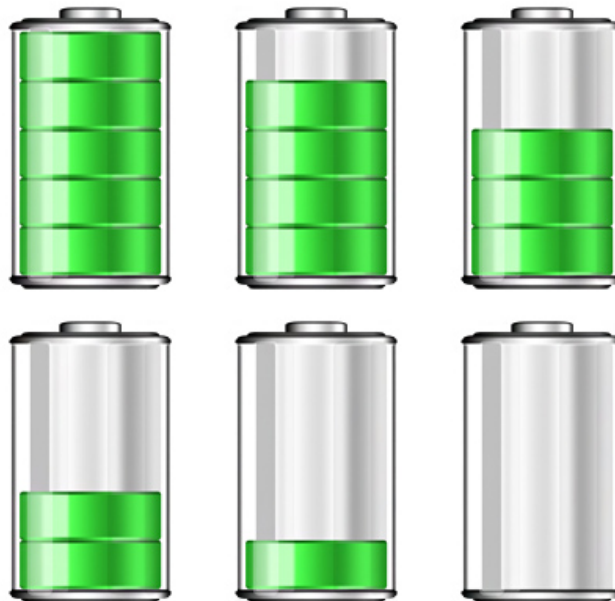


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ACTIVE LISTENING TAKES ENERGY

Download more graphics at www.psdgraphics.com





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AUTHENTICITY

- Seek to genuinely understand the speaker
- Active Listening is only powerful and effective if it is authentic
 - Do you care?
 - Are you curious?



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WHY SPEND THE ENERGY?

- Makes sender feel acknowledged
- Helps receiver understand
- Encourages receiver to express feelings
- Shows mutual respect



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ACTIVE LISTENING TECHNIQUES

- Neutral
- Reflective
- Clarify
- Summarize



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OBSTACLES TO ACTIVE LISTENING



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"It's safe to come out - the auditors have gone."



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OBSTACLES TO ACTIVE LISTENING

- Words Per Minute
 - Speak _____
 - Hear _____
 - Process _____



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OBSTACLES TO ACTIVE LISTENING

- Words Per Minute
 - Speak 125
 - Hear 400
 - Process 1400



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OBSTACLES TO ACTIVE LISTENING



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RESPONSE PHRASES WHICH ELICIT STRONG REACTIONS



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PARADIGM
SHIFT



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**“TO TRULY LISTEN IS TO RISK BEING
CHANGED FOREVER”**

Native Elder Sa'k'ej Henderson



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PLEASE FILL OUT THE EFFECTIVE LISTENING SELF ASSESSMENT



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Working Styles



Working styles, or the way we think, structure, organize, and complete our work, is the foundation upon which organizations operate, grow and thrive.



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ANALYTICAL

- does job correctly
- like facts & figures
- focuses on steps & objectives
- seeks logical explanations

A

DRIVER

- gets the job done
- likes results
- focuses on results
- seeks most efficient way

B

AMIALE

- works cooperatively
- likes people and fairness
- focuses on process
- seeks informality

C

D

EXPRESSIVE

- works enthusiastically
- has “vision”
- focuses on hunches
- seeks stimulation



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