

SUPERCHARGE YOUR LISTENING SKILLS

With Eileen Chadnick, PCC, ACPC, ABC

Big Cheese Coaching

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I have conversations for a living!

Inspiring Personal, Professional, and
Organizational Well-being through Leadership
and Communications Excellence

Core Skills Coach in Conversational
Intelligence®

Author of *“Ease: Manage Overwhelm in Times of Crazy
Busy”*

www.BigCheeseCoaching.com

www.ChadnickCommunications.com

www.EaseRX.com

Eileen Chadnick, PCC, ABC



THINK OF A TIME....

WHEN YOU FELT TRULY HEARD....

GIFT OF LISTENING

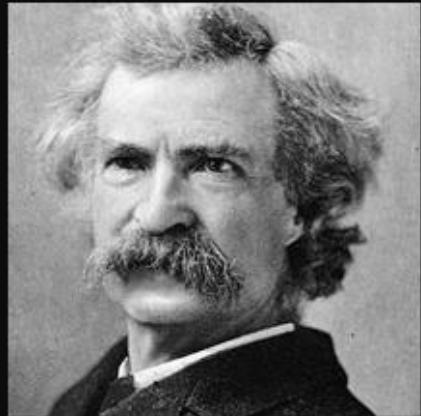
- Respect
- Understanding
- Trust
- Care
- Relationship
- Performance
- More!

ARE WE SOMETIMES MISSING THE MARK?

- Are we talking at each other?
- Too busy trying to 'win'?
- Where is our attention?
- Over-reliance on email?



FAMOUS WORDS



If we were meant to talk more than listen, we would have two mouths and one ear.

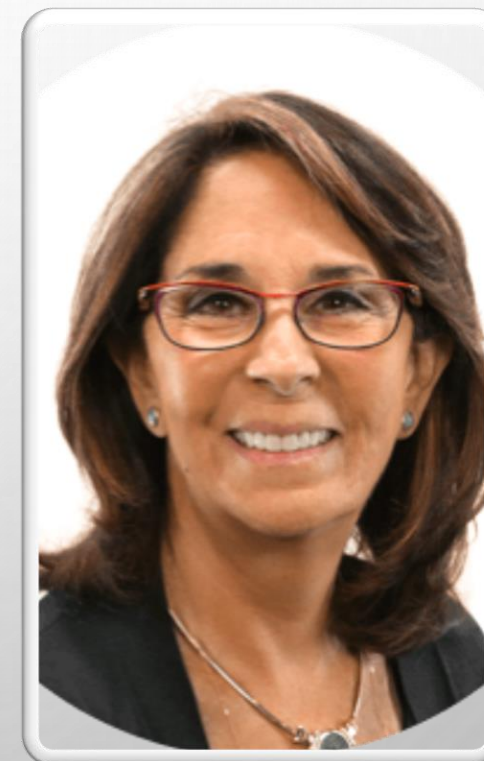
~ Mark Twain

AZ QUOTES

• LISTENING IS A CORE SKILL IN CONVERSATIONAL INTELLIGENCE® AND THE ALCHEMY OF TRUST

“Listening to connect is the most powerful catalyst for growth known to human beings....

When we listen to connect – we open and expand the space, allowing their aspirational self to emerge. We think out loud with them, and... co-create with them we all experience ourselves in a new way.”



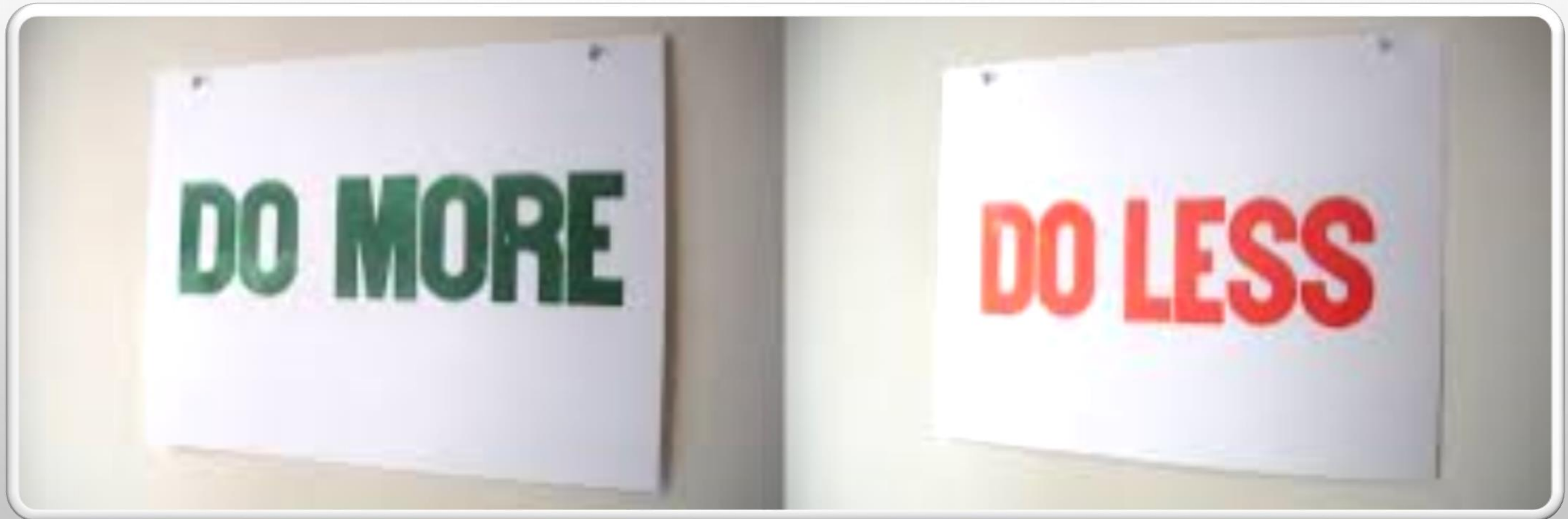
Judith E Glaser, Author, Conversational Intelligence;
Guide for WBECs Conversational Intelligence Course for
Coaches

HIGHLIGHTS OF TODAY'S FOCUS

1. The Whys and Ways of Listening
 - A core skill in Conversational Intelligence®
2. Barriers + Blind Spots
3. 3 Conversational Levels – and the listening that goes with it
4. Strategies for better listening



STOP OR DO LESS/ START OR DO MORE



The image features a light gray background with a subtle gradient. In the top-left and bottom-right corners, there are several realistic water droplets of various sizes, rendered with soft shadows and highlights to give them a three-dimensional appearance. The text is centered horizontally and vertically on the page.

THE WHYS AND WAYS OF LISTENING

CHLOE AND NICK



Meeting with a potential donor....

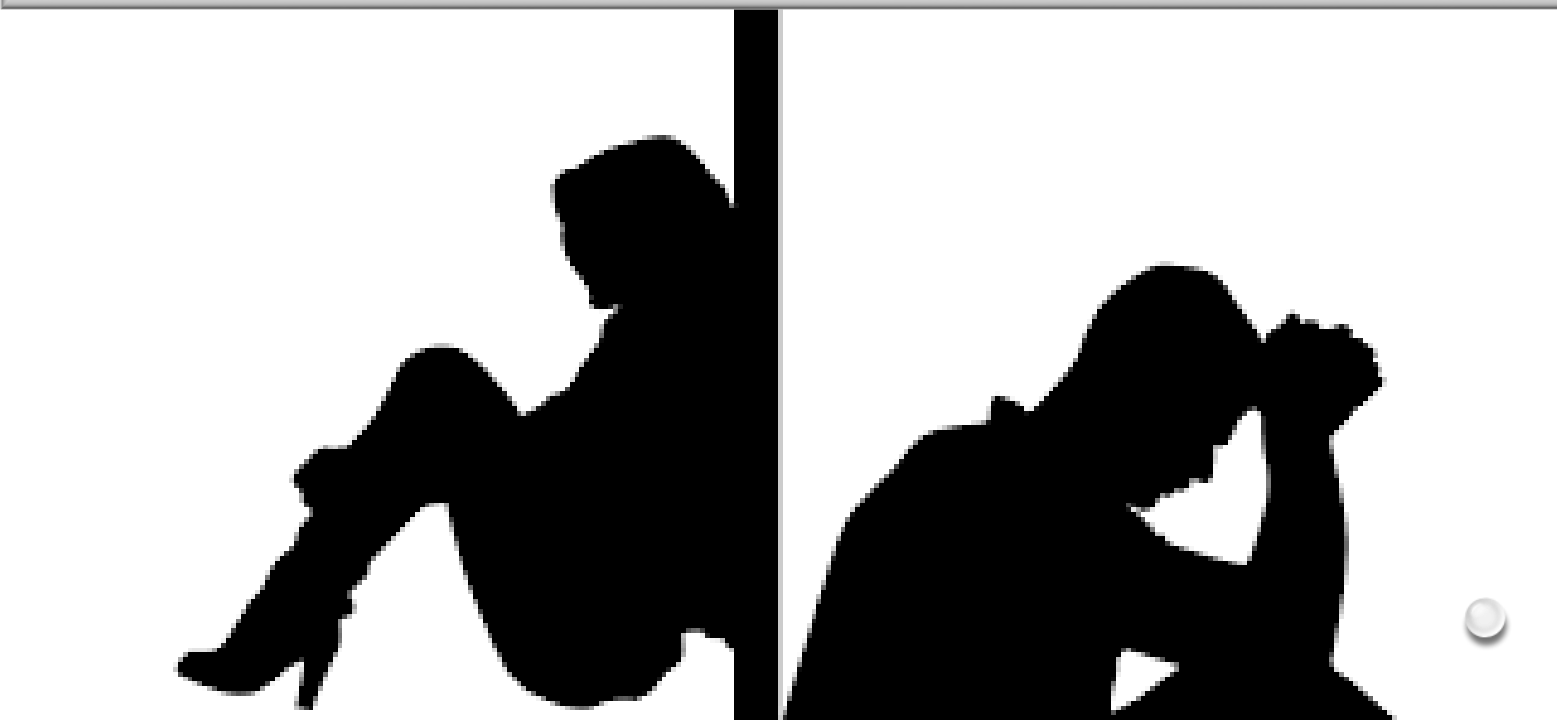
Two very different styles.....

Two different outcomes....

WE HAVE ALL BEEN 'CHLOE' AT TIMES

Well-meaning but
unintended consequences

- Work conversations
- Personal dynamics
- More



WHY AREN'T WE LISTENING?

BARRIERS & BLIND SPOTS...

JUST A FEW OF THE MANY BLIND SPOTS

1

We are
stressed

2

Tuned in
superficially

3

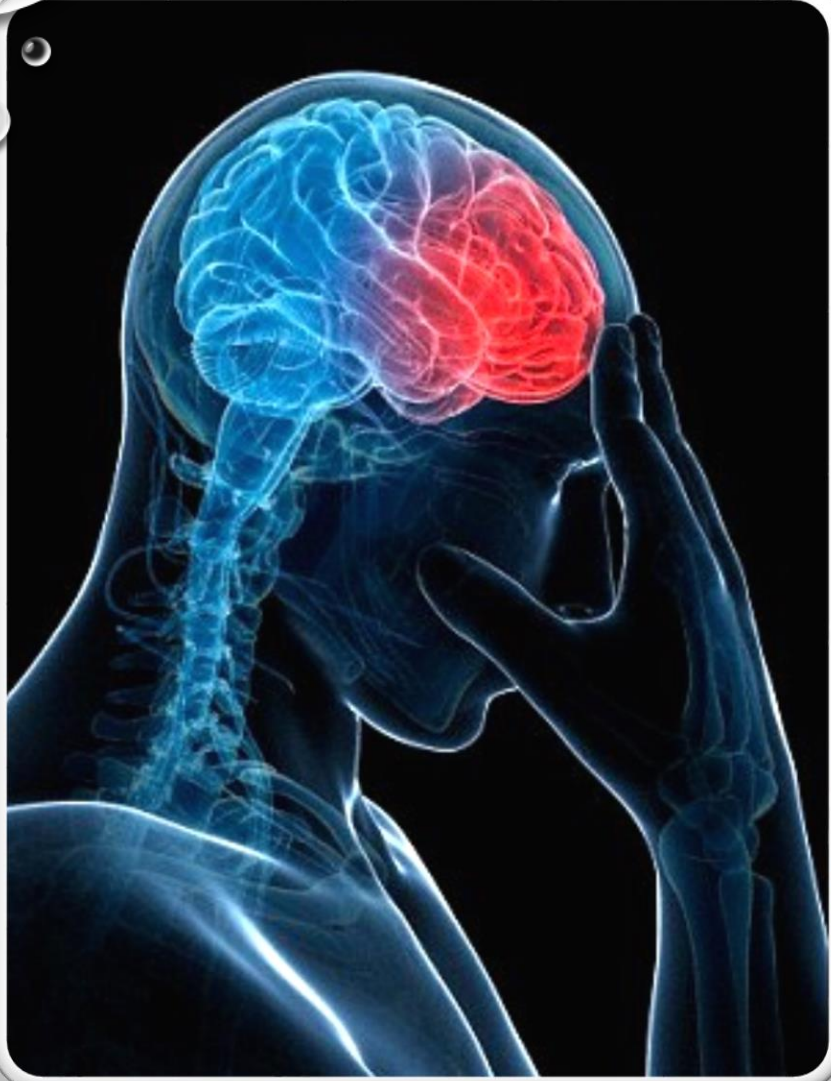
Believe we
“already
know”

4

Believe there
is only one
(our) way

AND THEN THERE'S NEUROSCIENCE....

It's not just you. It's your brain.

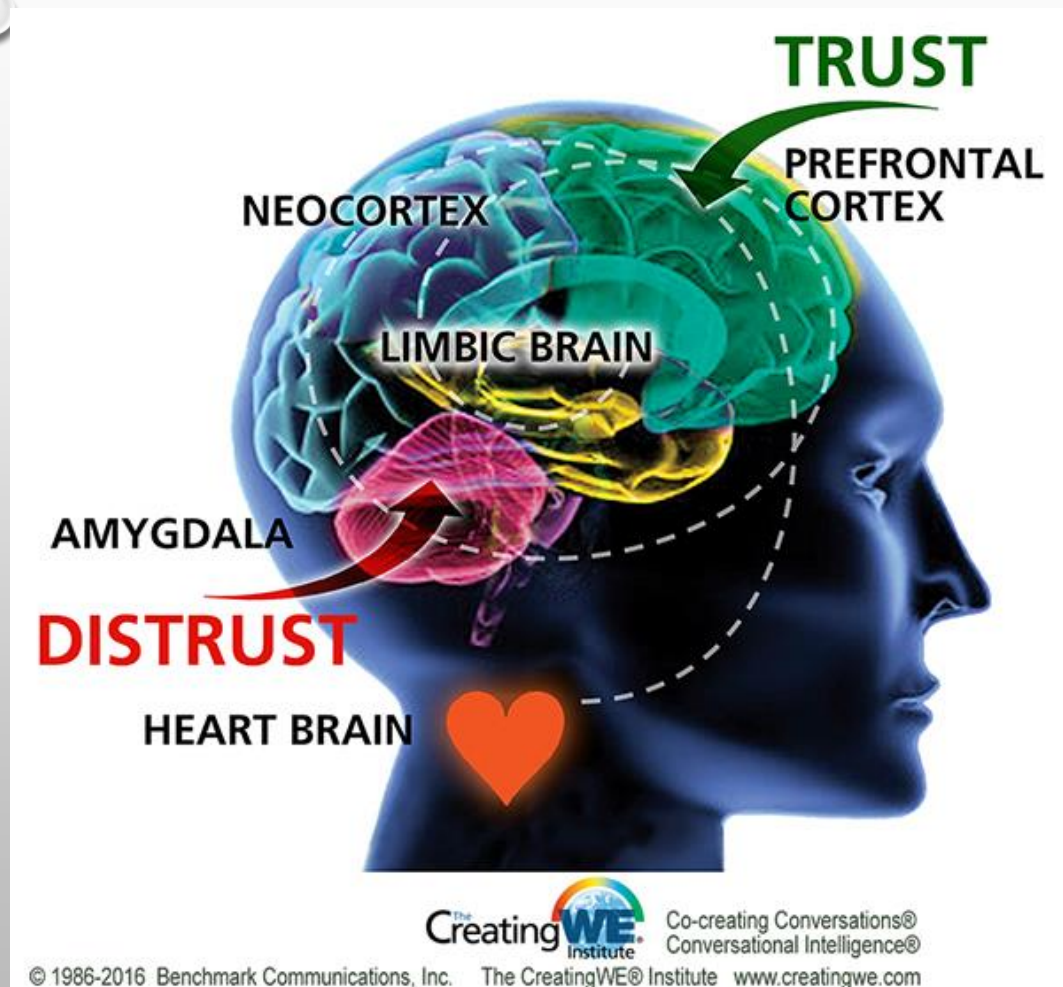


YOUR BRAIN

Stress / “Threat” closes down executive thinking, empathy, intuition and other key listening abilities.

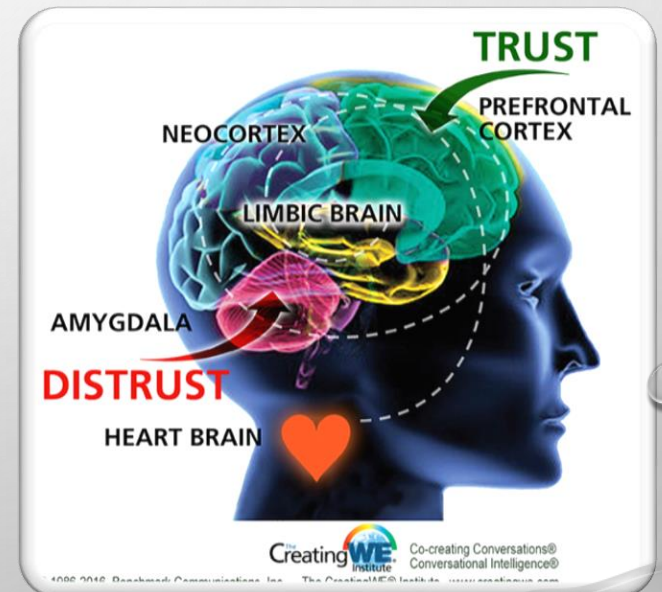
Trust and ‘safety’ opens us these abilities.

- Cortisol – fight/flight
- Oxytocin –
listen/empathize/discern/be curious



TRUST + CONNECTING CONVERSATIONS

**Open up your abilities and prime you
to listen and connect even more**



UN-LISTENING HABITS

**Blame it on poor listening habits; stress, neuroscience....
...but here's what happens →**

Most people do not
listen with the intent
to *understand*.

Most people listen
with the intent to
reply.

– Stephen R. Covey

ilovemylsi.com

BLIND SPOT: 'I-centric' listening and interpretation



BLIND SPOT: We make stuff up + filter our listening through our 'story'



- 8. Conclusion!**
- 7. Assumptions**
- 6. Beliefs**
- 5. Meaning**
- 4. Thoughts**
- 3. Feelings**
- 2. Bio-reactions**
- 1. Conversations**

BLIND SPOT: I Remember/Understand

We believe that we remember & understand what others said (and meant) when we actually remember what we *think* they said (and meant)



“Level 3”: Listen To....

CONNECT

UNDERSTAND

SHARE SUCCESS



Promotes TRUST and BETTER outcomes

3 LEVELS OF CONVERSATIONS



1) TRANSACTIONAL

Tell (inform)



2) POWER

Positional (win-lose)



3) SHARE

Transformational (co-create)

tell

LEVEL I (TRANSACTIONAL)

HEALTHY FOR...

- Updates
- Keep people in the loop
- Informing
- Simple requests
- Timely and Transparent

UNHEALTHY WHEN....

- **Low level listening / not much inquiry**
- Too much telling / the only level used
- I-centric and autocratic – when other voices should be heard
- Assumptions frame the narrative
- Questions: closed-ended; protect/defend what we already believe/think



LEVEL II: POSITIONAL

HEALTHY FOR...

- Appropriate level of advocating
- Making decisions when it's needed
- “Taking leadership” when it is time

UNHEALTHY WHEN...

- **Listening only to affirm or make your case (low level)**
- **Questions only to lead/ confirm what we already know**
- **Questions only for answers you already have**
- **Power ‘OVER’ / exchange of power**
- **I-Centric / Your solution**
- **More prone to protective stance (distrust)**



LEVEL III (CO-CREATED)

HEALTHY

- **High levels of genuine listening**
- Discovering with open-ended questions with curiosity and 'not yet knowing the answer'
- Exchanging energy (not power) – inspiring and engaging
- Co-creating/collaboration
- Connecting and relating
- Win-Win! (sharing)
- High Trust dynamic

UNHEALTHY

- Only when there is too much collaboration with no decision making



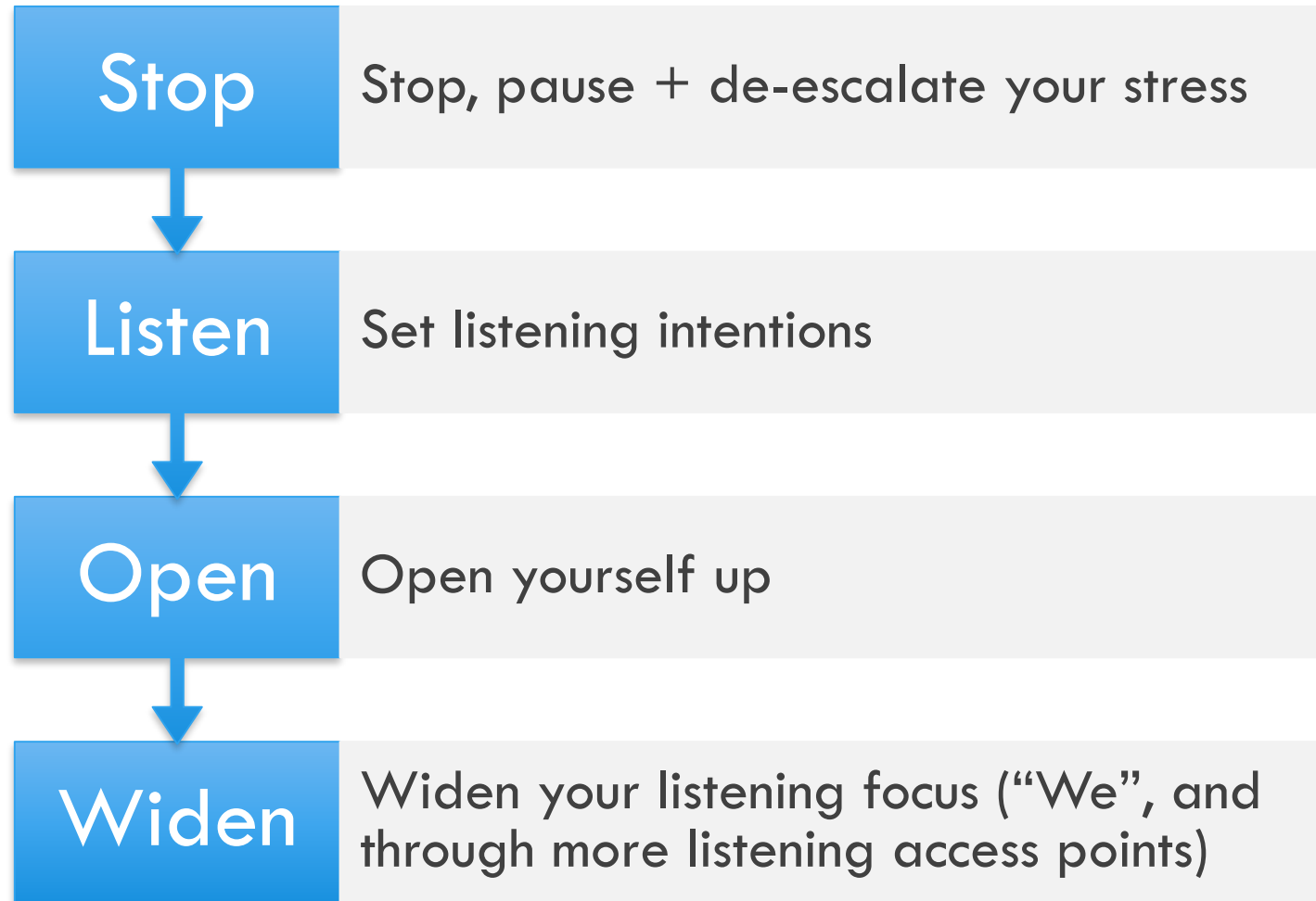
CONSIDER YOUR CONVERSATIONS

Which level(s) are
predominantly
reflected in your
conversations?

Which level(s)
would you like to
have more of –
and where and
with whom?

**15+ WAYS
TO SUPERCHARGE YOUR LISTENING
(LEVEL 3)**

S.L.O.W.





GET MORE CURIOUS

Wonder

Assume less and wonder
more

Don't Know

Ease up on already knowing

TAME ADDICTION TO BEING RIGHT

Triggers us into positional listening,
narrows our listening and limits
possibilities.

....even if for just a moment at a time.



ASK MORE “DISCOVERY” QUESTIONS

- Ask open-ended questions that you do NOT already have answers to (Level III)
 - THEN LISTEN!
- Avoid leading questions / or asking questions you already have answers to

“Help me understand. Tell me more about...”

“Double Click” (C-IQ®)



ASK CLARIFYING QUESTIONS

Avoid Blind Spot blunders:

- Am I hearing this correctly (paraphrase to check in)
- Can you clarify _____
- Here's what I think I'm hearing – can you let me know if I'm on track?

WATCH YOUR PACE

- **Are you finishing people's sentences?**
- **Are you cutting in too often?**
- **Are you leaving enough space in the conversation for others to express and be heard?**



HELPFUL TIP...

**“WHY AM I
TALKING?”**



DIG DEEPER

words matter.

Words create
meaning – but is my
meaning the same as
your meaning?

● TONE MATTERS TOO.

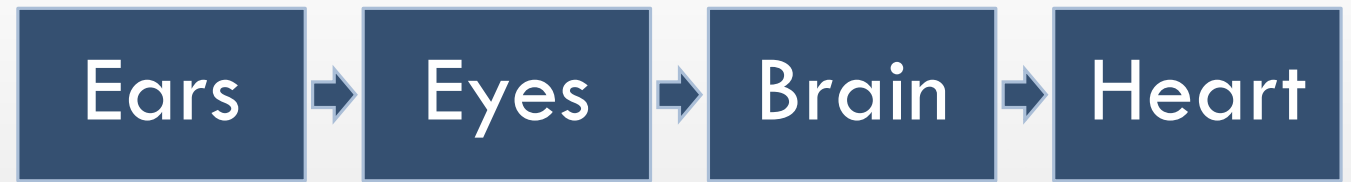
What is beneath the tone you hear?

Careful of assumptions from email
'tone'....

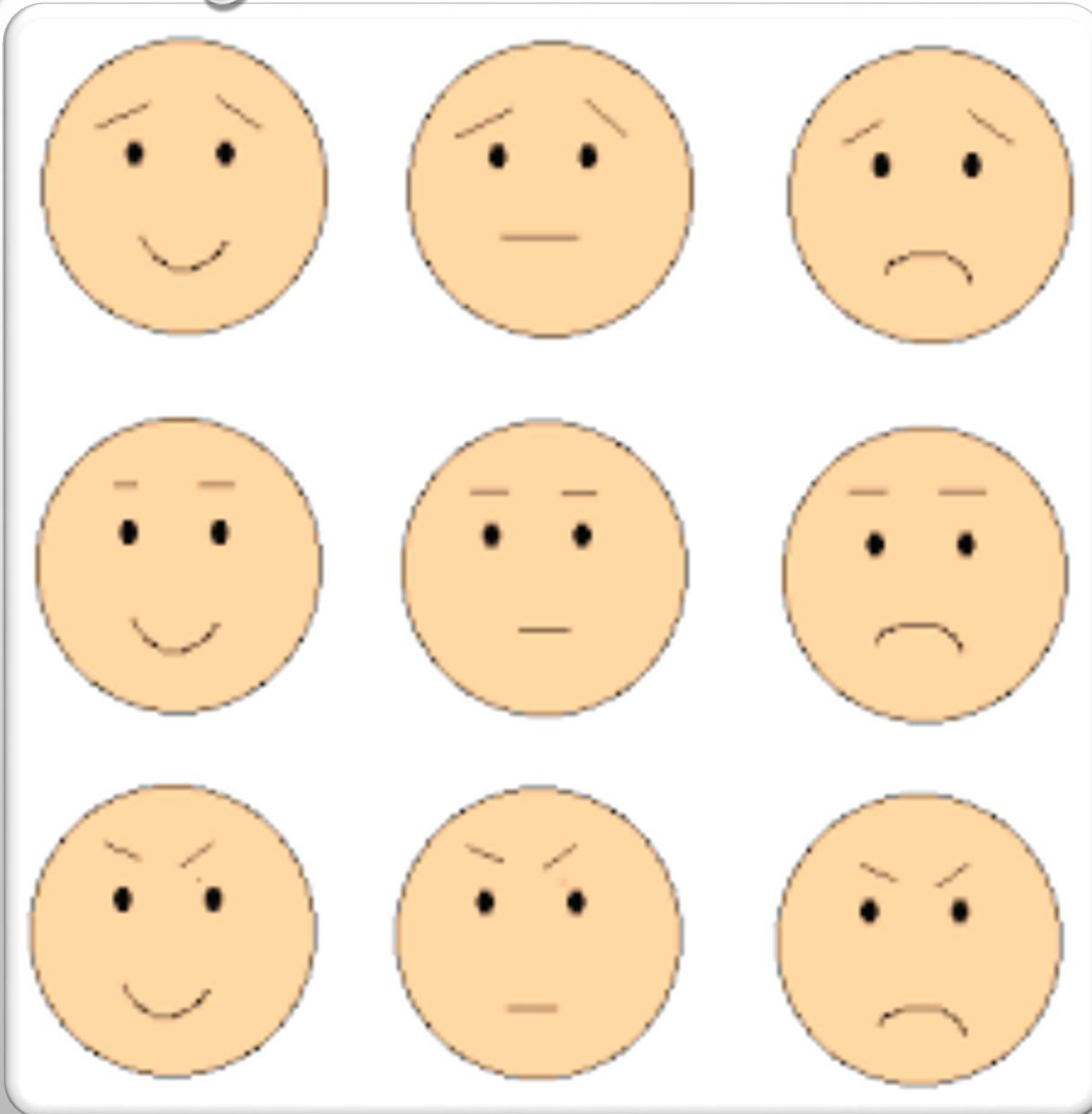
**DON'T YOU
TYPE AT
ME IN
THAT TONE
OF VOICE.**



**LISTEN WITH
ALL YOUR
ABILITIES**



WHAT DO YOU SEE?



- What's beneath the words?
- Facial expression?
- Body language?
- Eye expression?
- Eye contact?

....**EVEN THEN, BE CAREFUL OF YOUR ASSUMPTIONS!**

WHAT ARE YOU FEELING?

Are you listening
with your
intuition?



THERE IS A
VOICE THAT DOESN'T
USE WORDS. LISTEN.

-rumi

YOUR HEART BRAIN

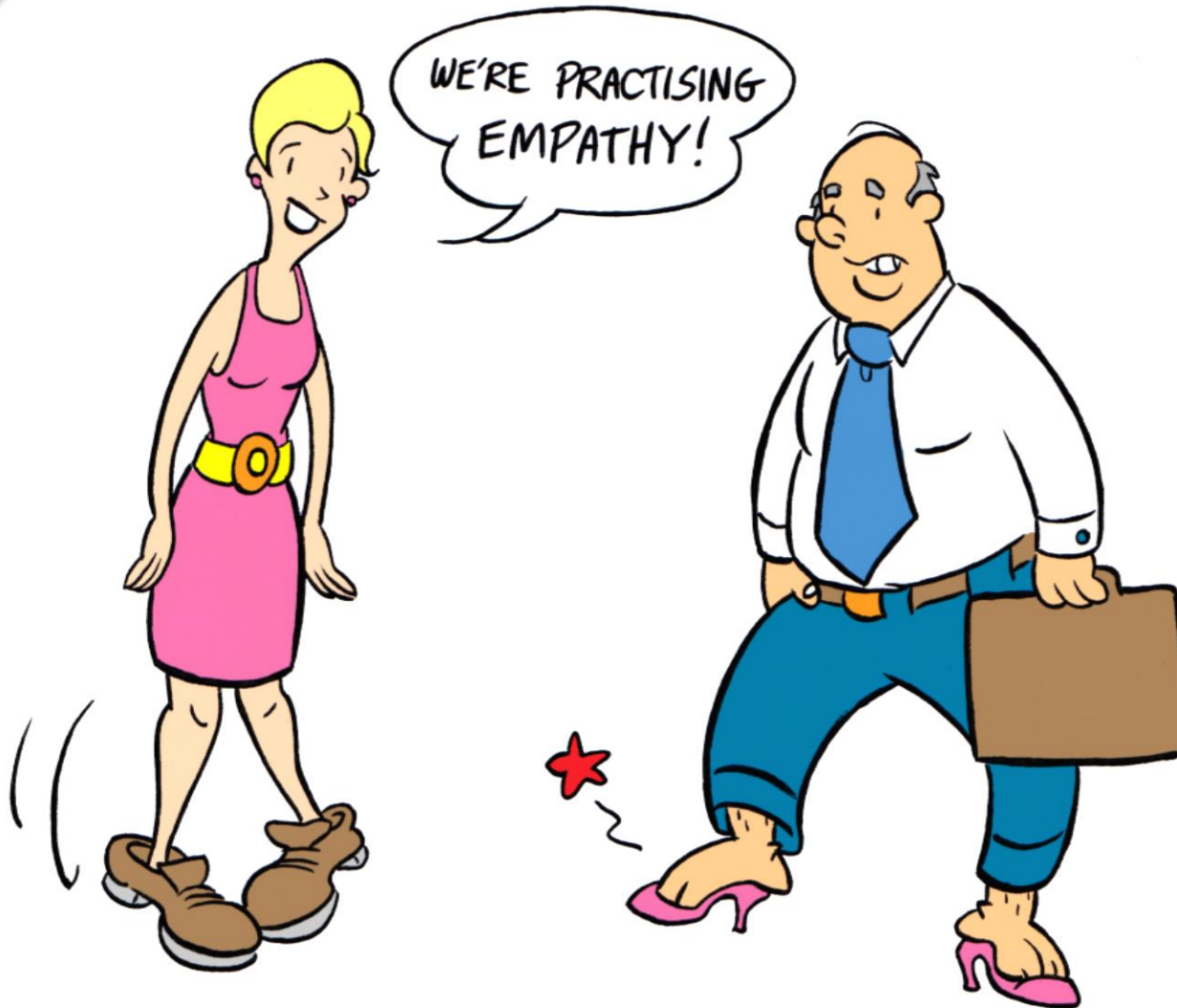
- Your heart has a brain
- It often knows more and quicker than your cognitive (head brain)
- The 'home' for intuition, gut feeling matter
- Mirror neurons send information between one and another



EMPATHY

Listen from a different perspective.

Practice more “We” listening.



SILENCE ISN'T ALWAYS GOLDEN

- Show your listening
- Active listening
- Remember that listening happens in conversation – not dead silence



SO....

What did you hear today?

What are you taking away?

**How will you elevate your
listening?**

**What will you do LESS of? And
MORE of?**

- *Neuroscience of listening*
- *Barriers and Blind Spots*
- *SLOW down and set intentions*
- *Level 3 Conversation/Listening skills*
- *Listen from all senses*
- *And many tips to listen UP!*

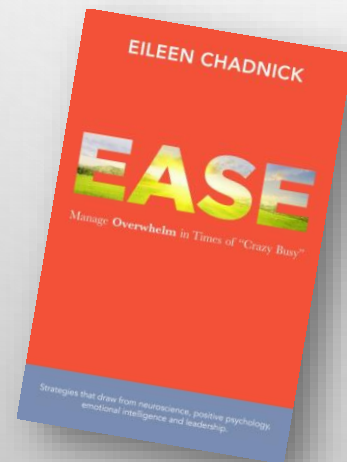
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