



# Listen to **UNDERSTAND** Not to **RESPOND**

We have 2 Ears and 1 Mouth for a Reason



# Agenda

- Statistics & the Importance of Listening
- Tips on Listening
- Intercultural Competence
- Exercise & Feedback
- Reflection
- Recap
- Open Discussion



# Definition and Statistics

**Definition:** Make an **EFFORT** to **HEAR** something; be alert and ready to hear something.

70 - 80%

Engaged in some form of communication during the day

55%

Of our time is devoted to listening

450

**Words we listen to per minute.  
Ears work faster than you mouth.**

17 to 25%

**We only remember 17-25% of what we listen to**

Statistics are from 2015

# Gaining Understanding & Clarity Through Listening

## Voice

Everyone has a **VOICE**. The same way you want to be heard, so do others.

## Journey

Everyone has a **JOURNEY**. Respect their journey like you want yours to be respected. You may not understand it, but it is their journey and their experiences.

## Reality

Just because you may not understand someone else's **REALITY** it does not mean the **REALITY** doesn't exist. You may not understand it, or have experienced, but it's still real.

## Story

Everyone has a **STORY** to tell. So listen to the story and learn. The simple fact someone wants to share their story with you means something, so don't try to diminish the story to make you feel comfortable or so you feel you have a part in it. It's not YOUR story to tell so listen.

## FOCUS:



- **Self-awareness** - The ability to recognize what you are feeling, to understand your habitual emotional responses to events and to recognize how your emotions affect your behaviour.
- **Managing emotions** - The ability to stay focused and think clearly even when experiencing powerful emotions. Being able to manage your own emotional state is essential for taking responsibility for your actions.
- **Empathy** - The ability to sense, understand and respond to what other people are feeling. Self-awareness is essential to having empathy with others. If you are not aware of your own emotions, you will not be able to read the emotions of others.

# HOW

**BE QUIET!!!!**

**BE ATTENTIVE!!!!**

**EMPATHIZE!!!!**

**AWARENESS!!!!**

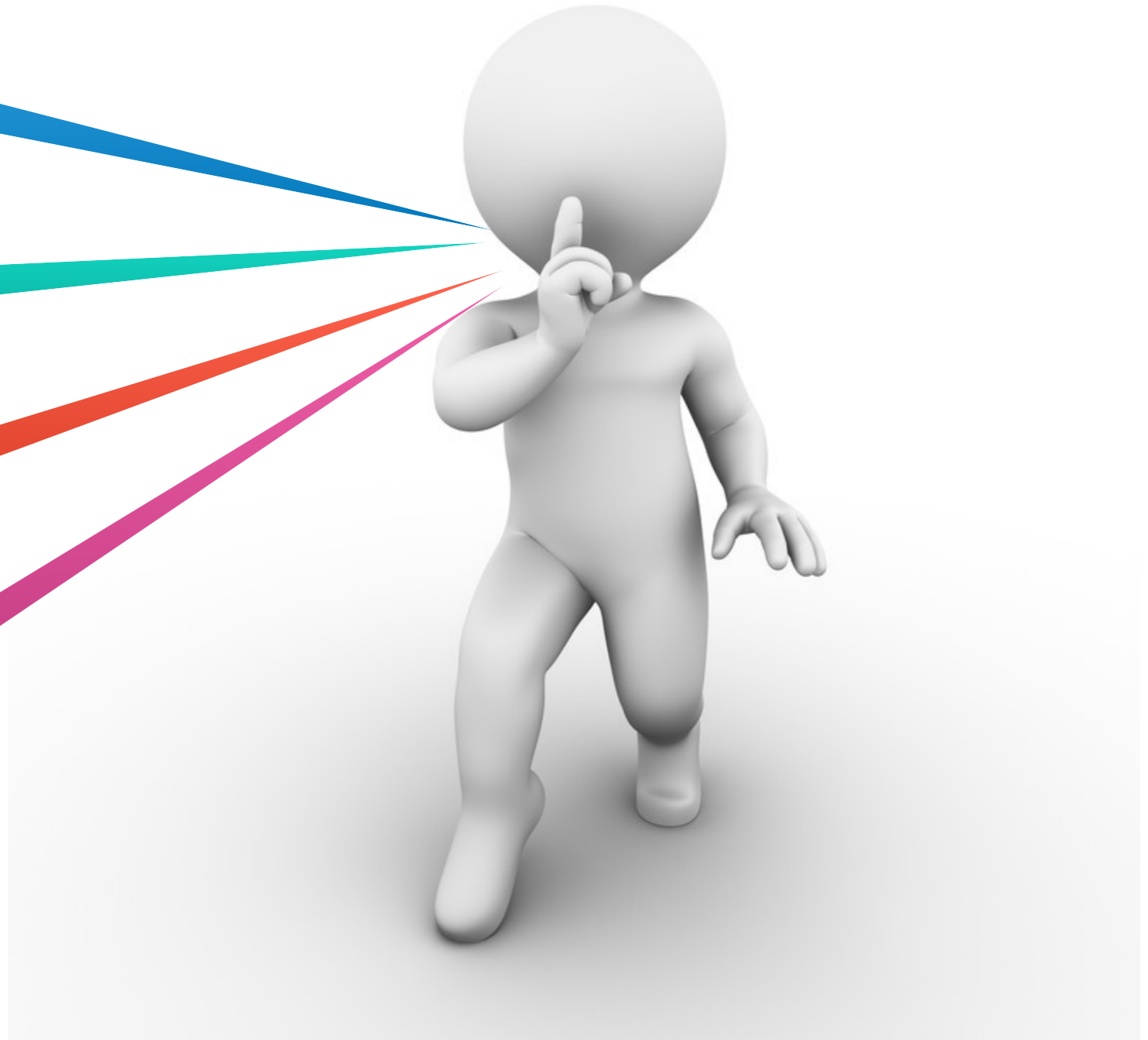


Photo Credit: Canstock\_Tristan3D

# Types of Listening



Active Listening

## Giving FULL Attention

**Key:** Obtain information, learn more, and understand the other person's perspective



Reflective Listening

## Paraphrasing

**Key:** Ensures you understand what was said

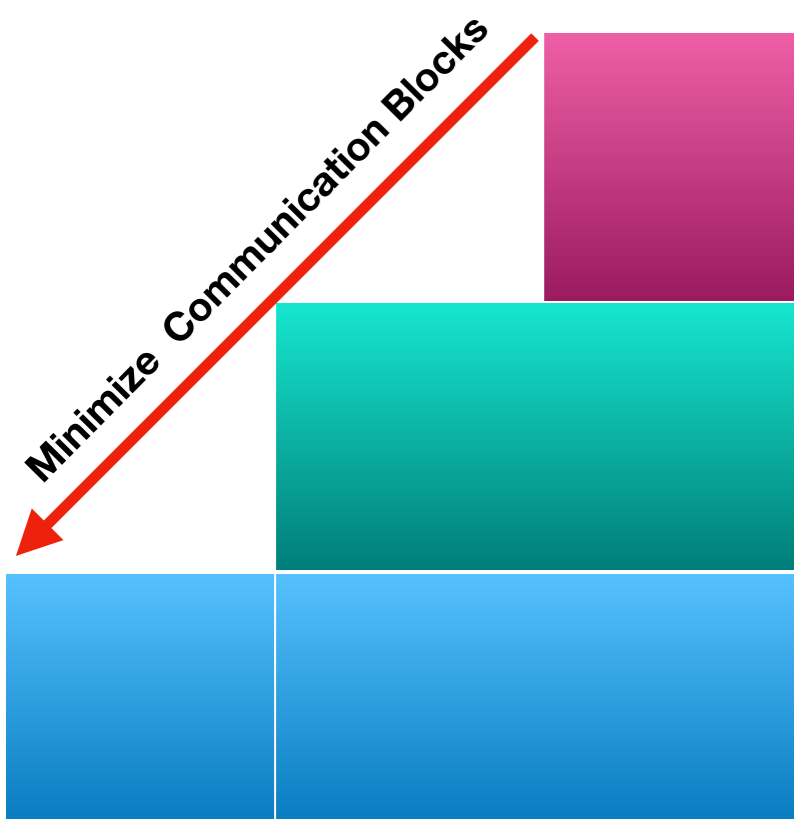


Empathetic Listening

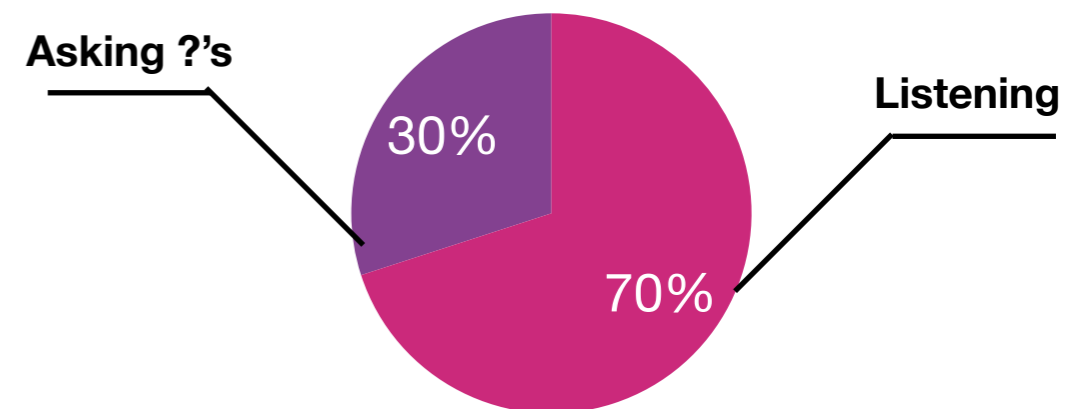
## Tuning into HOW a person feels

**Key:** Empathy is different from sympathy.

- Sympathy - feeling FOR someone
- Empathy - feeling AS the person



- No interruptions when someone is speaking
- Don't impose your beliefs on someone else
- Don't start a sentence with: "YOU NEED TO..."



# Tips & Benefits

LISTEN!!!

Pay Attention

Non-Judgmental

## BENEFITS

Broadens Perspective

Provides Feedback

Builds Trust

Provides Clarification

Increases Competence  
& Knowledge

## TIPS

- You are **NOT** listening to argue
- You are **NOT** listening to debate your point
- You are **NOT** listening to get your point across
- You are **NOT** listening to promote your position
- You are **NOT** listening to **RESPOND**  
*(because at this point it's not about YOU!)*

- You **ARE** listening to **UNDERSTAND**
- You **ARE** listening to gain perspective
- You **ARE** listening to appreciate someone's else position

**Active Listening**

# Diversity & Inclusion



# INTERCULTURAL COMPETENCE



“Understanding “culture” is the foundation - the starting point – for all intercultural efforts. It is the most difficult concept to find widespread agreement on, yet it is central to everything.”

- Dr. Mitchell Hammer

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## Objective Culture:

The artifacts and institutions created by a group of people, reflected in such areas as art, architecture, literature, dance, holidays and collective history.

## Subjective Culture:

Patterns of interpretations (values, beliefs, perceptions) and behavior learned from one’s group that guide individual and group activity. **The IDI measures the degree of subjective intercultural competence.**

# INTERCULTURAL COMPETENCE



## Two Ways of Thinking about Cultural Differences

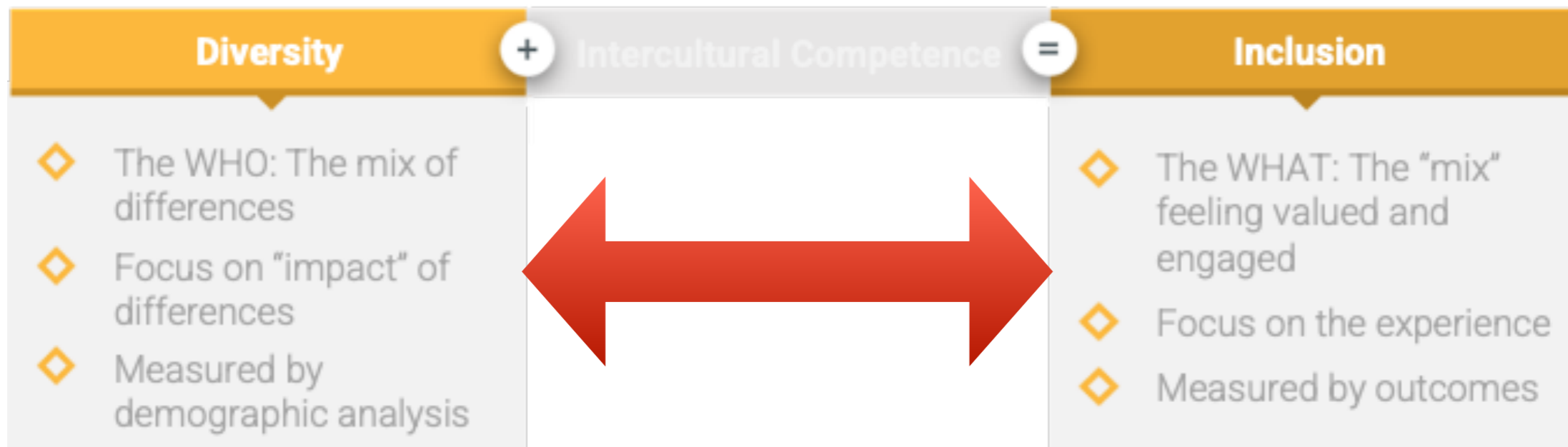
Objective vs. Subjective Culture



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# INTERCULTURAL COMPETENCE

## Inclusion



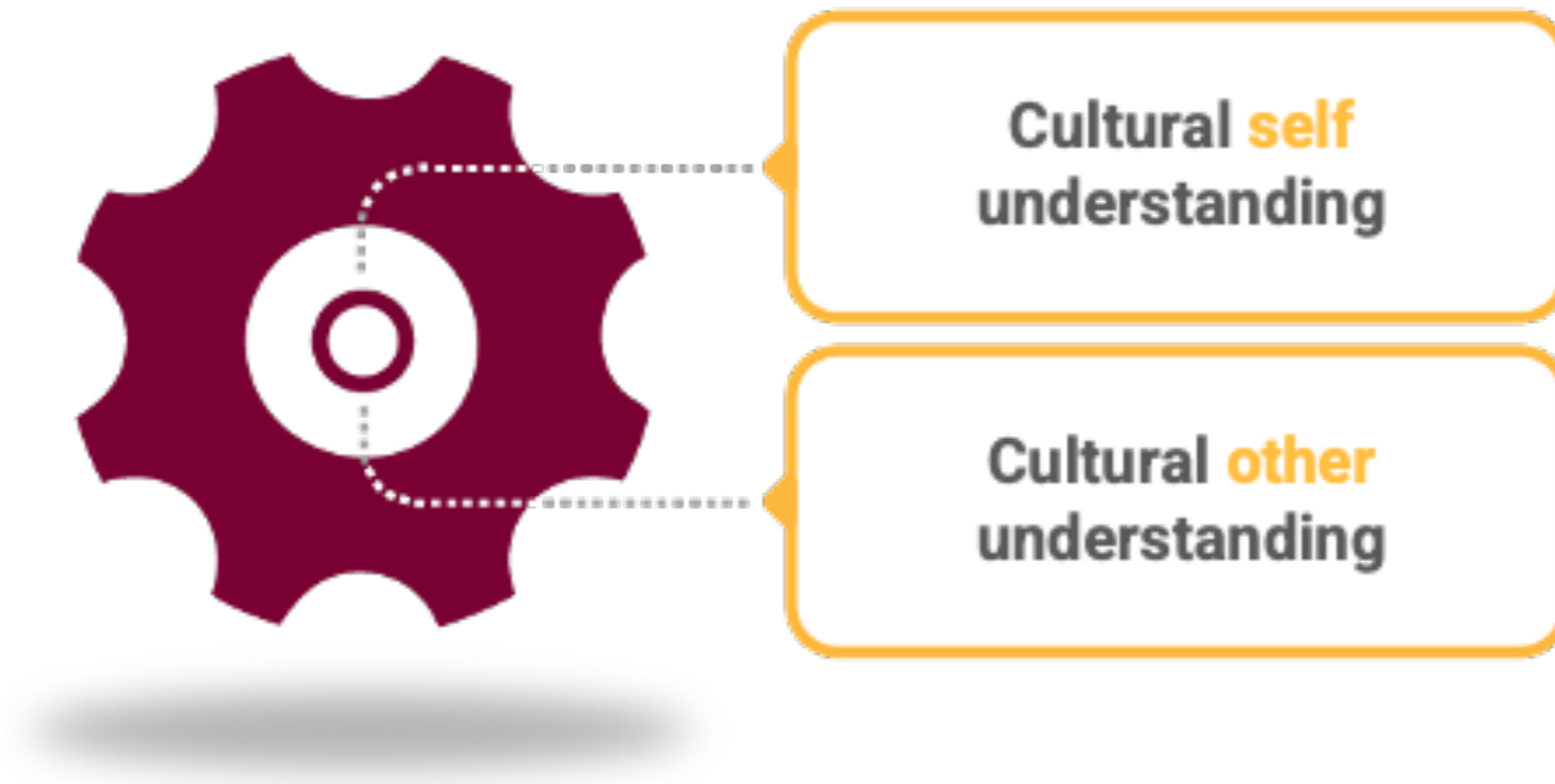
# INTERCULTURAL COMPETENCE

## I Intercultural Competence



Diversity	+	Intercultural Competence	=	Inclusion
<ul style="list-style-type: none"><li>◇ The WHO: The mix of differences</li><li>◇ Focus on "impact" of differences</li><li>◇ Measured by demographic analysis</li></ul>		<ul style="list-style-type: none"><li>◇ The HOW: How to make the mix work</li><li>◇ Focus on capacity</li><li>◇ <b>Measured by the IDI</b></li></ul>		<ul style="list-style-type: none"><li>◇ The WHAT: The "mix" feeling valued and engaged</li><li>◇ Focus on the experience</li><li>◇ Measured by outcomes</li></ul>

# INTERCULTURAL COMPETENCE



The *capacity* to shift perspective and behavior based on commonalities and differences by experiencing cultures and individuals with greater levels of complexity.

# Exercise

# Exercise

## Breakout Rooms

### Topics for discussion:

1. Discuss a time when you were treated unfairly due to your gender and how it made you feel.
2. Discuss a time where you were on a project and felt you were not being heard, and how it made you feel.

### Rules:

1. Listen with openness
2. Listen without judgement
3. Listen with curiosity, don't try to fix anything
4. Listen with intention
5. Listen without interrupting

# Group Discussion

## Topics for discussion:

1. Discuss a time where you were treated unfairly due to your gender and how it made you feel.
2. Discuss a time where you were on a project and felt you were not being heard and how it made you feel.

## Feedback:

1. What was the experience like for you?
2. Was it uncomfortable discussing the topic the other person chose?
3. Did you find it hard to just listen and not respond?
4. Did you find it even harder to not respond when a statement was made you didn't agree with?
5. Did you truly listen to gain the other person's perspective, or did you tune the other person out because you were struggling to not speak?



# Reflection

## Learnings:

1. What did you learn about yourself?
2. Do you like what you learned about yourself?



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# The **POWER** of LISTENING

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# Recap

- Statistics
- Importance of listening and HOW
- Tips to “Actively” listen
- Intercultural Competence
  - If you are interested to explore this more and take the assessment send me an email at [contact@paulaabell.com](mailto:contact@paulaabell.com) with the subject line of **“IDI Assessment”**
- Exercise to practice on some sensitive topics
- Reflection



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