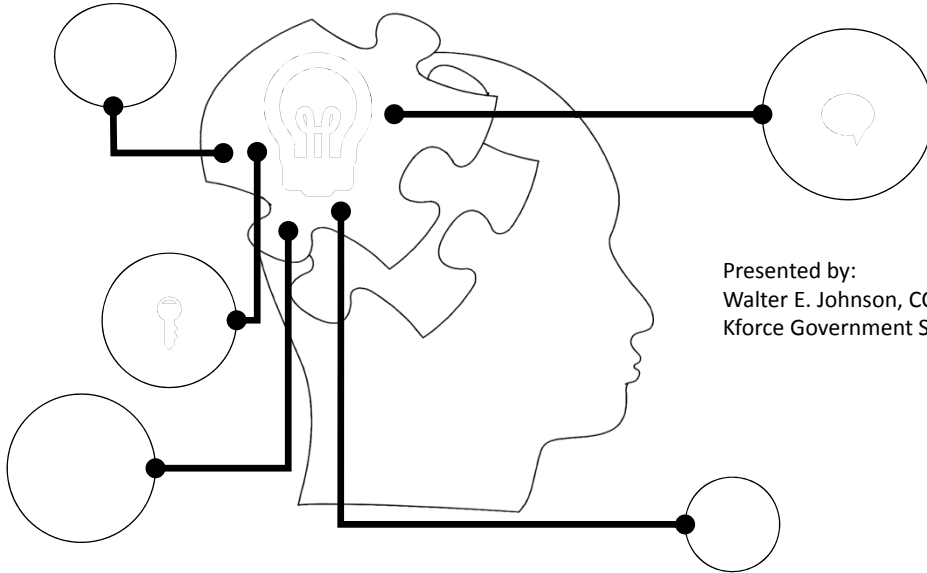


Just Listen:

Silently Connecting to the Untold Stories to Shape Culture



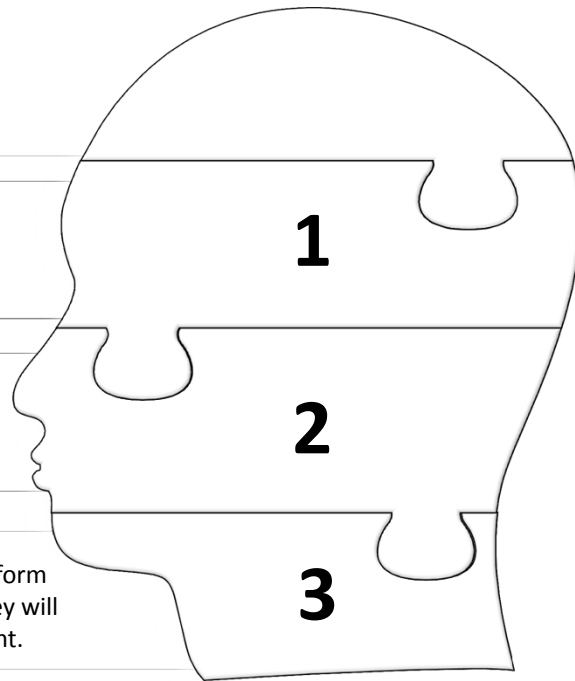
Presented by:
Walter E. Johnson, CCEP, CCEP-I
Kforce Government Solutions, Inc.

PRESENTATION OBJECTIVES

How to become selected to hear an untold story and trusted as an enabler to shape culture.

Learn body language to demonstrate that you are ready to listen to an untold story.

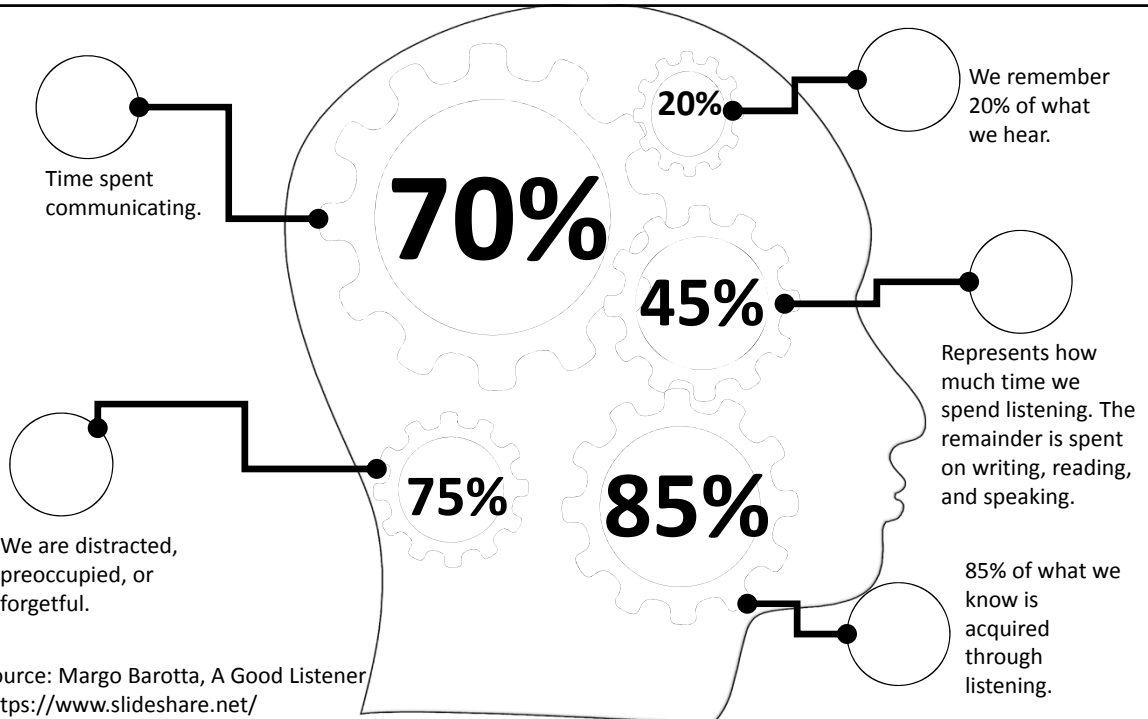
Practical steps for the receiver to silently inform their five (5) senses and the sender that they will not be distracted from the engaging moment.



OFFICE SPACE: AN UNTOLD STORY

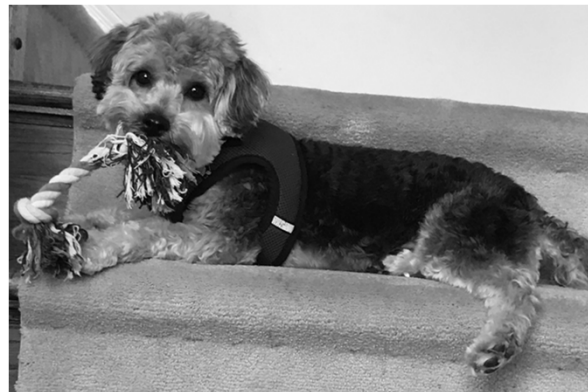


GROUP EXERCISE 1



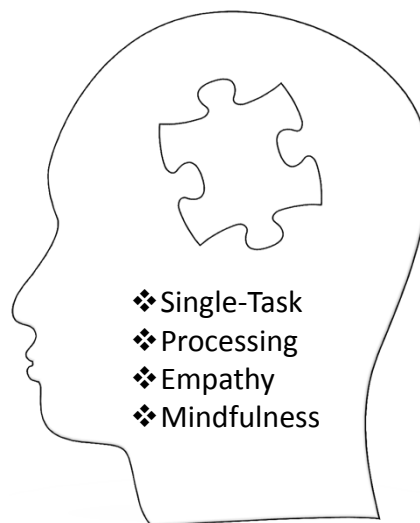
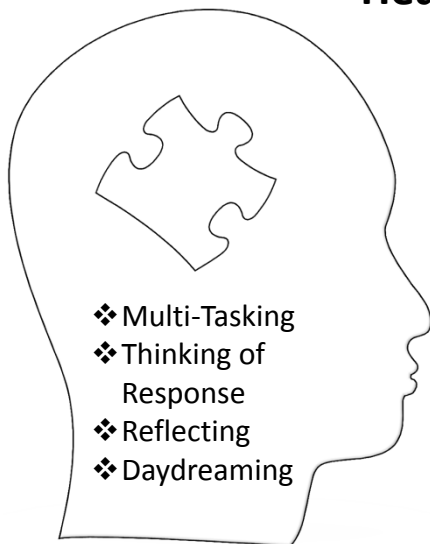
“Here's why I will be a good person. Because I listen. I cannot talk, so I listen very well. I never deflect the course of the conversation with a comment of my own...”

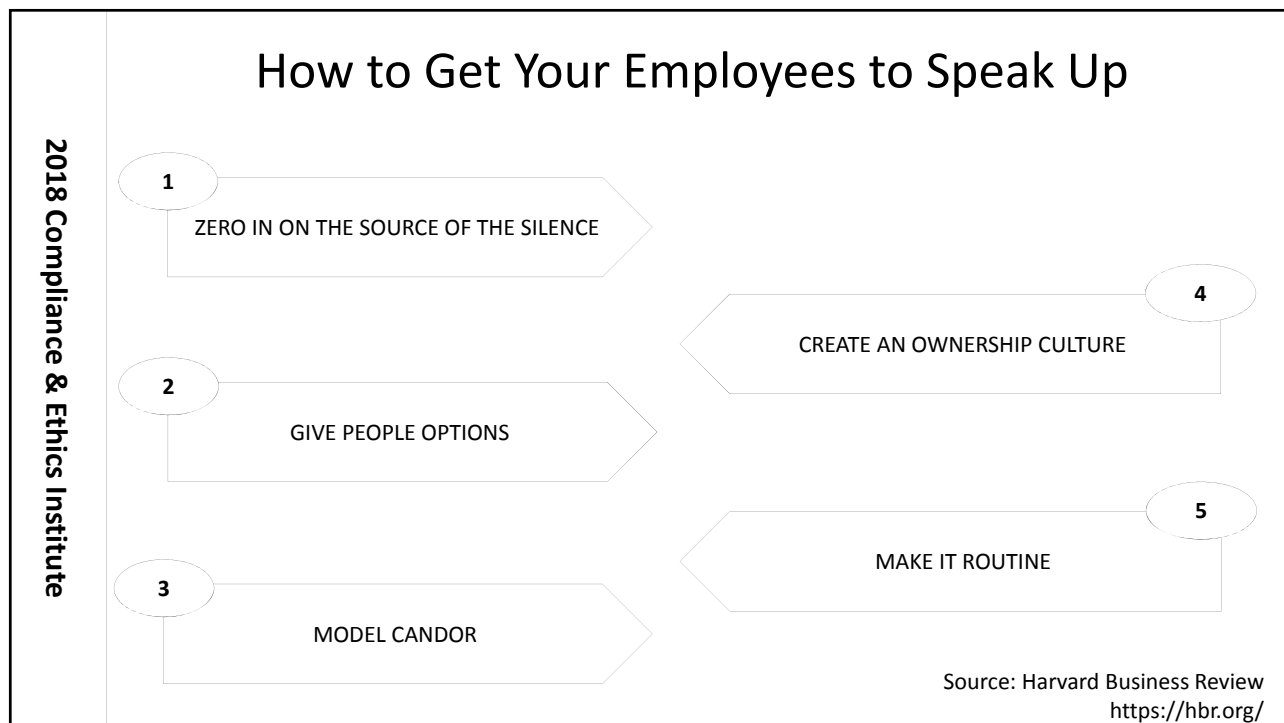
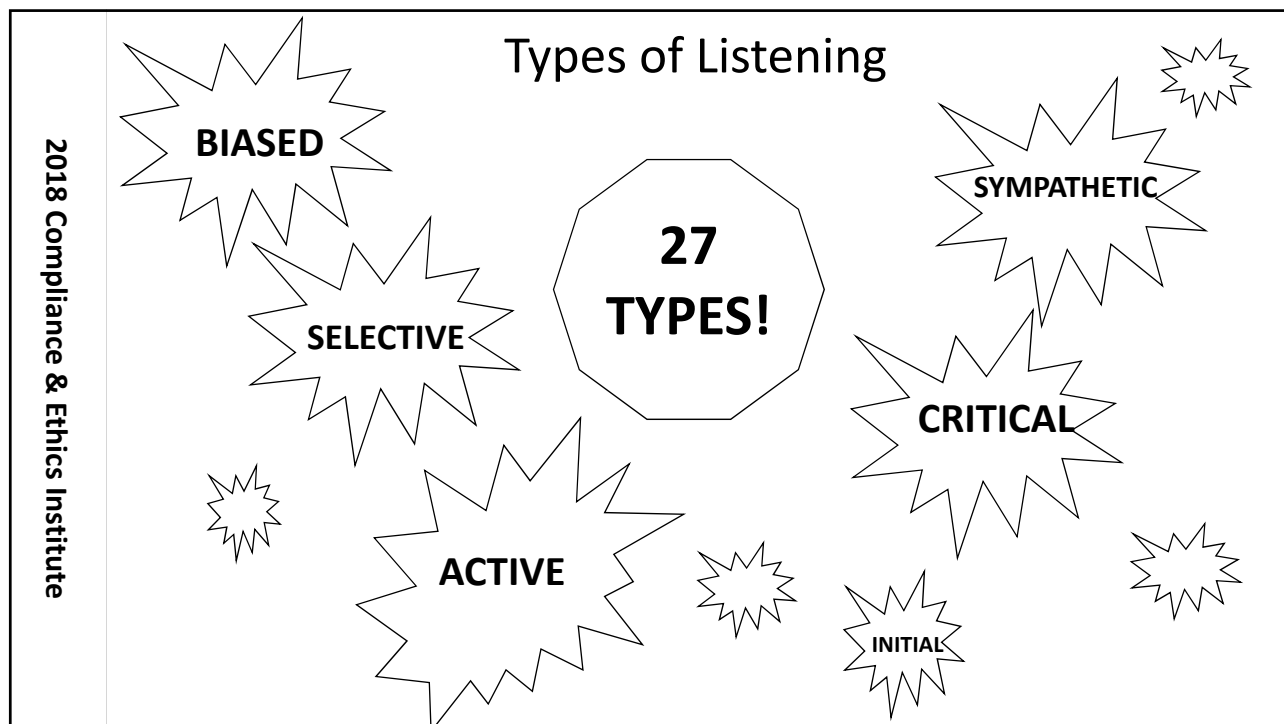
— Garth Stein, *The Art of Racing in the Rain*



GROUP EXERCISE 2

Hearing vs. Listening





CONNECTING



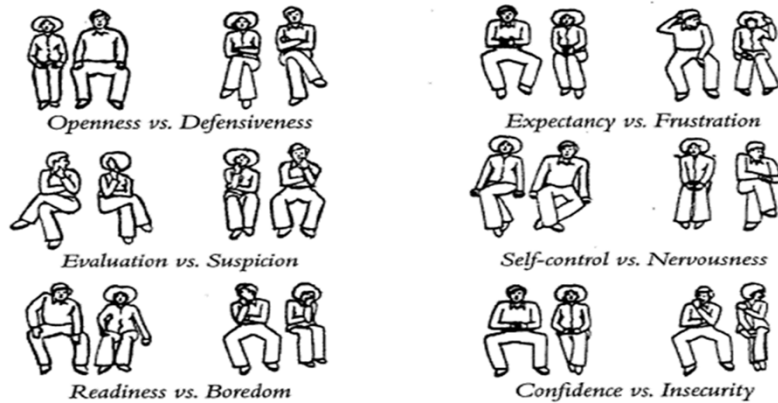
**“Do not wait for extraordinary circumstances to do good;
try to use ordinary situations.”**

- Jean Pau Richter

Connect by bringing your “A” game to the conversation.



Body Language



Engaging Approachable Body Language

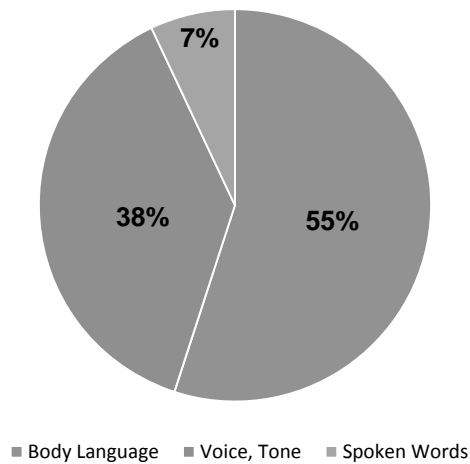
CONTENT



“Learn to be silent. Let your quiet mind listen and absorb.”

- Pythagoras

Albert Mehrabian's 7-38-55 Rule of Personal Communication



Source: Right Attitudes
<http://www.rightattitudes.com/>

“Examine what is said, not him who speaks.”

- Arabian Proverb

COMMIT



JUST DO IT.

**“People forget what you said or did but they never forget
how you make them feel!”**

- Maya Angelou

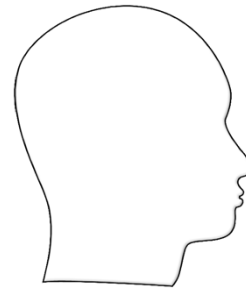
3 Fundamentals to Silently Connect to the Stories that Shape Culture



CONNECTING



CONTENT



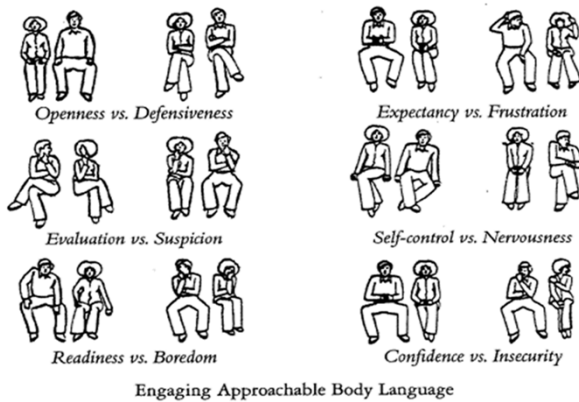
COMMITMENT

“Occasions are rare; and those who know how to seize upon them are rarer.”

- Josh Billings

APPENDIX

A1: Engaging Approachable Body Language



Source: the blog of the Fortune Academy Mighty Oaks
<https://thefortuneacademy.wordpress.com/>

A2: Body Language

Body Language How people stand could say a lot about what they're thinking and feeling

Arms Akimbo
Putting your hands on your hips with elbows out could say that you are displaying dominance, authority, or self-confidence.

Feet Facing Directly Towards Someone
Facing someone with feet forward could say that you are interested in what someone is saying.

Mirroring
Mirroring someone or imitating someone else's body language could say that you are interested in that person and also comfortable with their presence.

Shaking your Legs
Moving your legs a lot could say that you are nervous, impatient or anxious.

Lowering your Head
Lowering your head could say that you're ashamed of something, or that you're shy, or maybe hiding something, like the truth.

Power Posing



Arched Eyebrows

Raised Eyebrows could say that you are intrigued with what the person is saying.

Direct Eye Contact
Looking into a person's eyes could say that you are interested in what they are saying.

Blinking too much
Blinking your eyes too much could say that you are nervous or anxious.

Squinting
Squinting your eyes could say that you feel threatened or unhappy.

Arms Crossed

Crossing your arms in front of you could say that you are uncomfortable or defensive.

Even how you sit could communicate a particular behavior. You could come across as being extremely confident and relaxed, or unsure and timid.



Source: Communicaid
<https://www.communicaid.com>

A3: Whole Body Listening



Source: Pinterest (TeachersPayTeachers)

A4: Types of Listening

- Active listening
Listening in a way that demonstrates interest and encourages continued speaking.
- Appreciative listening
Looking for ways to accept and appreciate the other person through what they say. Seeking opportunity to praise.
- Alternatively listening to something for pleasure, such as to music.
- Attentive listening
Listening obviously and carefully, showing attention.
- Biased listening
Listening through the filter of personal bias.
- Casual listening
Listening without obviously showing attention. Actual attention may vary a lot.
- Comprehension listening
Listening to understand. Seeking meaning (but little more).
- Content listening
Listening to understand. Seeking meaning (but little more).
- Critical listening
Listening in order to evaluate, criticize or otherwise pass judgment on what someone else says.
- Deep listening
Seeking to understand the person, their personality and their real and unspoken meanings and motivators.

Source: Changing Minds
<http://changingminds.org>

A4: Types of Listening (continued)

- Dialogic listening
Finding meaning through conversational exchange, asking for clarity and testing understanding.
- Discriminative listening
Listening for something specific but nothing else (eg. a baby crying).
- Empathetic listening
Seeking to understand what the other person is feeling. Demonstrating this empathy.
- Evaluative listening
Listening in order to evaluate, criticize or otherwise pass judgment on what someone else says.
- False listening
Pretending to listen but actually spending more time thinking.
- Full listening
Listening to understand. Seeking meaning.
- High-integrity listening
Listening from a position of integrity and concern.
- Inactive listening
Pretending to listen but actually spending more time thinking.
- Informative listening
Listening to understand. Seeking meaning (but little more).

Source: Changing Minds
<http://changingminds.org>

A4: Types of Listening (continued)

Initial listening

Listening at first then thinking about response and looking to interrupt.

Judgmental listening

Listening in order to evaluate, criticize or otherwise pass judgment on what someone else says.

Partial listening

Listening most of the time but also spending some time day-dreaming or thinking of a response.

Reflective listening

Listening, then reflecting back to the other person what they have said.

Relationship listening

Listening in order to support and develop a relationship with the other person.

Sympathetic listening

Listening with concern for the well-being of the other person.

Therapeutic listening

Seeking to understand what the other person is feeling. Demonstrating this empathy.

Total listening

Paying very close attention in active listening to what is said and the deeper meaning found through how it is said.

Whole-person listening

Seeking to understand the person, their personality and their real and unspoken meanings and motivators.

Source: Changing Minds
<http://changingminds.org>

A5: Listening Wallet Cards

L – LEARN *from this interaction*

I – be INTENTIONAL

S – SHARE... *only when necessary*

T – TEACHABLE MOMENTS

E – EQUIP... *only when appropriate*

N – NOTICE RESPONSE

C – CONNECT

Bring your “A” game!

C – CONTENT

Listen and absorb!

C – COMMIT

Exceed expectations!

Contact Information



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