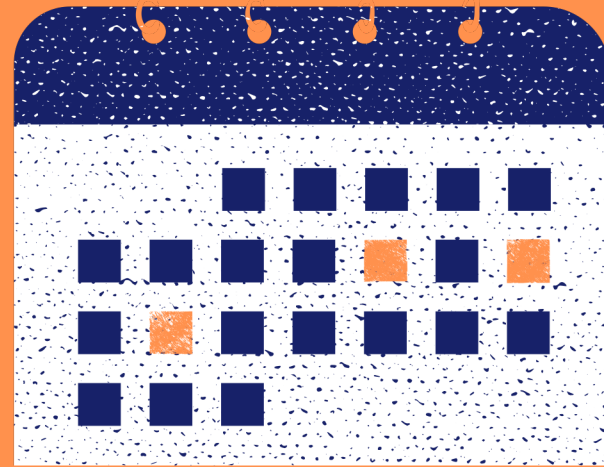




Professional Development
american**job**center®

Listening to Understand and Solution-Creation: Tips for Active Listening and Problem-Solving

August 14, 2024



Listening to Understand and Solution-
Creation: Tips for Active Listening and
Problem-Solving

Date: August 14, 2024

Presented By

Presenter Name:

Kiersten Baer

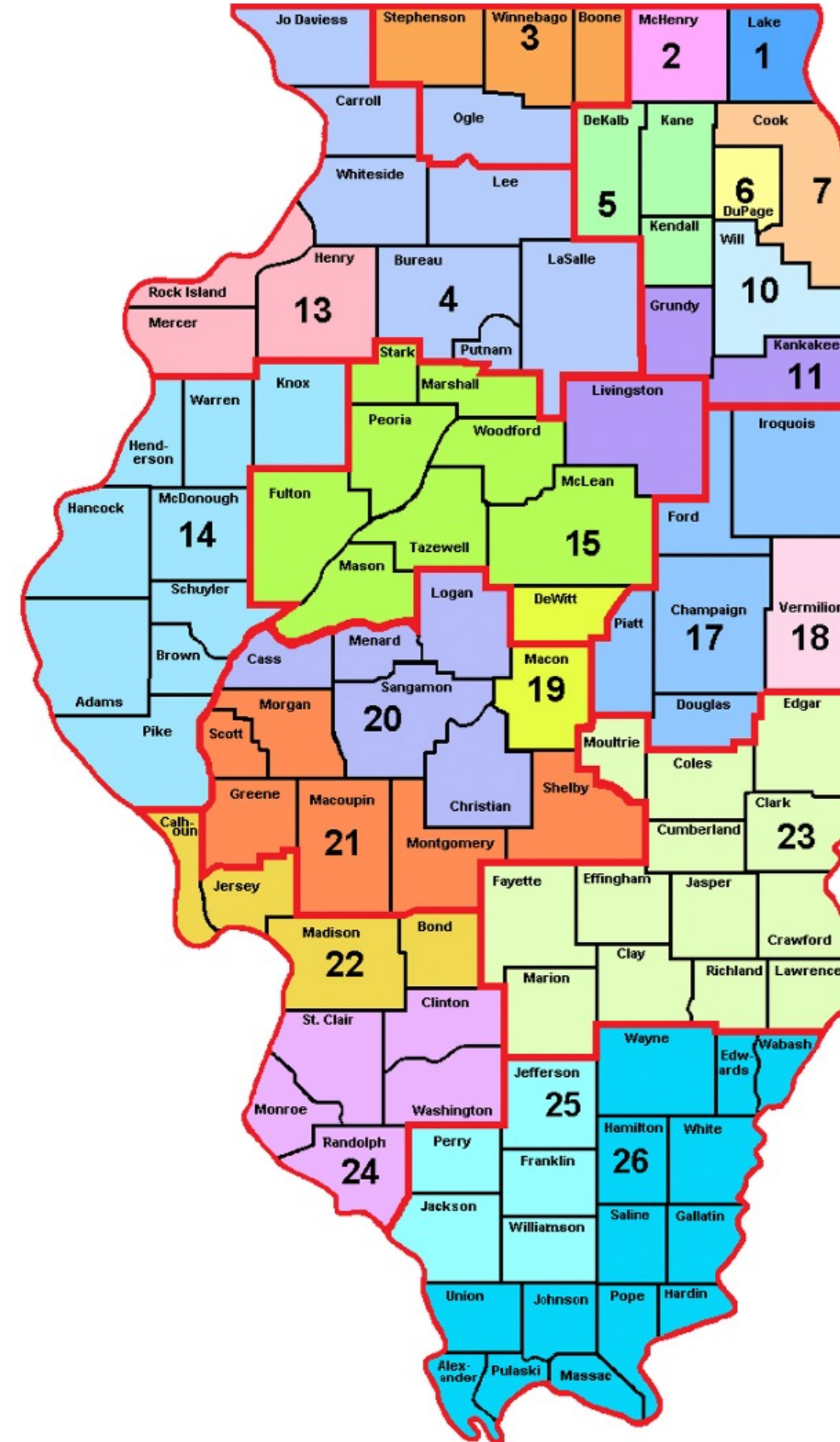
- **Assistant Director of Communications**
- **Illinois Center for Specialized Professional Support**



Illinois Center for Specialized Professional Support,
Illinois State University, College of Education

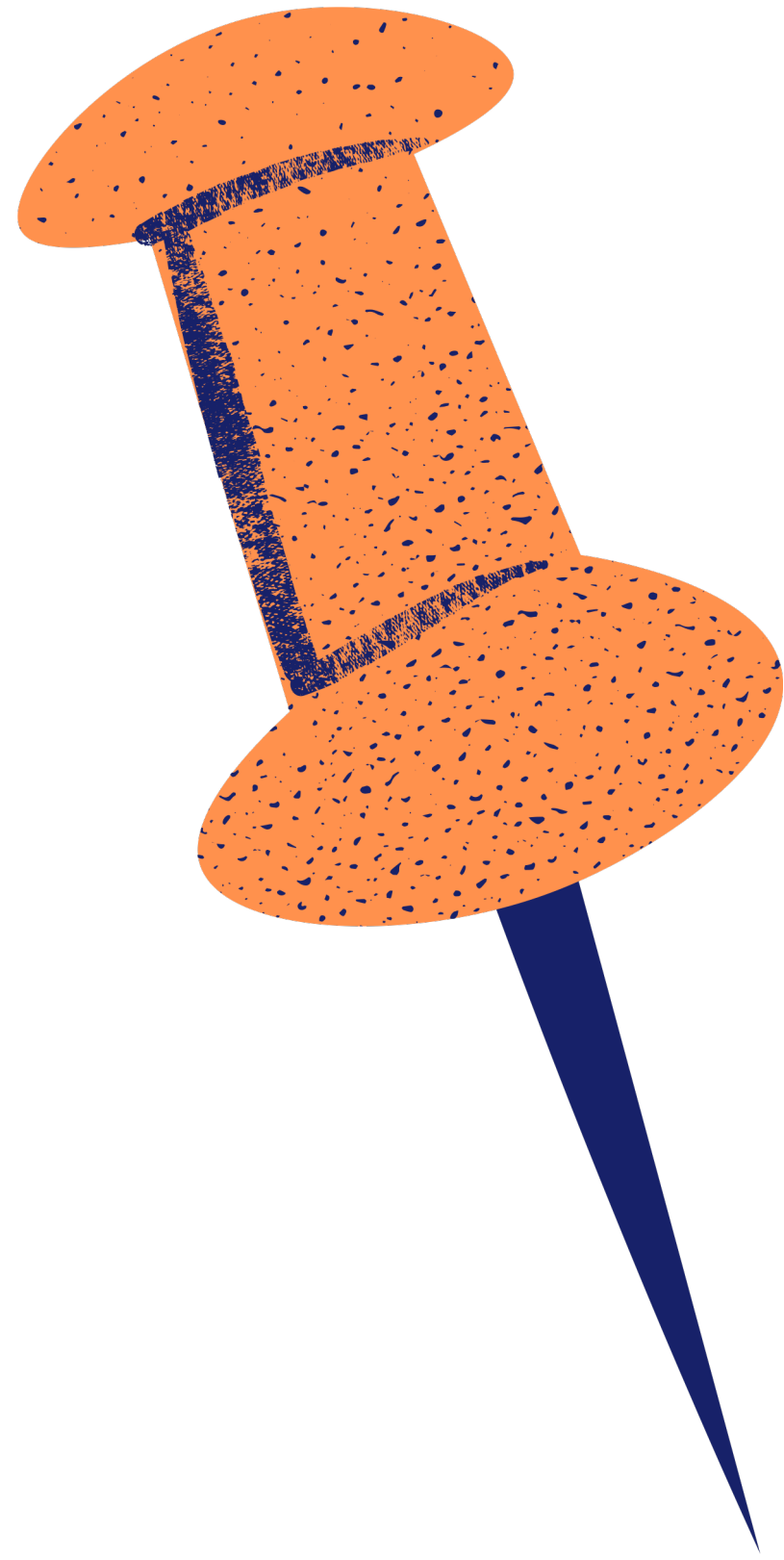


Where is Your Local Area?



Which partner do you best represent?





Agenda

- Types of Listening
- Active Listeners vs. Passive Listeners
- Benefits to Active Listening in the Workplace
- The 3 A's of Active Listening
- The Art of Listening in Virtual Teams
- Listening Activity
- Action Steps

Poll



Do we spend more of our waking time..?

- Writing
- Reading
- Talking
- Listening
- Eating



Listening



We spend most of our waking time communicating!

- Writing
- Reading
- Talking
- **Listening**
- Sleeping
- Eating

In the Chat or on a scratch pad



Why is knowing how to listen effectively important in the workplace?

Types of Listening

"Listening is often the only thing needed to help someone."



Comprehensive- Gaining knowledge



Critical- evaluating



Empathetic- putting yourself in someone else's shoes

Active Listeners vs. Passive Listeners

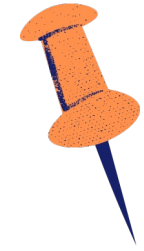


Passive Listeners- are like tape recorders.



Active Listeners- engage with the speaker

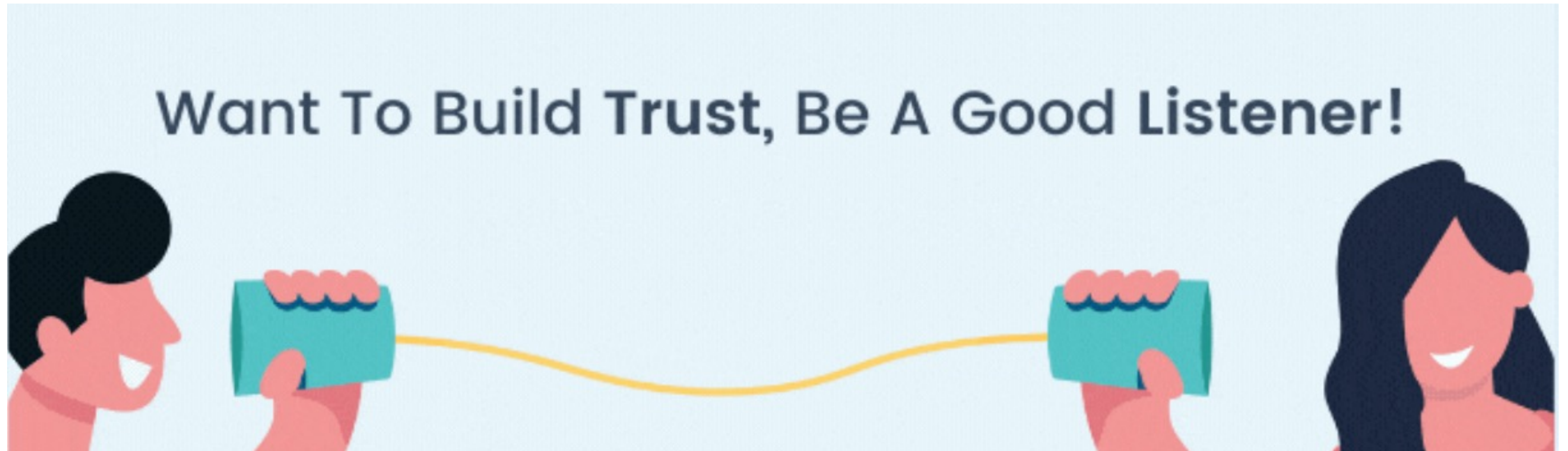
Active Listening



- Psychologists- Carl Rogers and Richard Farson in 1957 in a paper titled “Active Listening” first coined the term. They write:
- *“Active listening is an important way to bring about changes in people. They indicate how clinical and research evidence clearly shows it as one of the most effective agents for individual personality change and group development. And also how active listening brings changes in peoples’ attitudes toward themselves and others; shaping their basic values and personal philosophy.”*

Benefits to Active Listening in the Workplace 📌

- Building Trust



Benefits to Active Listening in the Workplace 📌

- Productivity

ARE YOU LISTENING TO ME?

Benefits to Active Listening in the Workplace

- Resolve Conflicts & Reduce misunderstanding



LISTEN.



UNDERSTAND.



ACT.

Benefits to Active Listening in the Workplace

- Strong Work Relationship

LISTEN TO **UNDERSTAND**
NOT TO **RESPOND**

Benefits to Active Listening in the Workplace 📌

- Self Empowerment

**KEEP CALM
&
LISTEN ON.**



Practice Active

Listening

- Pay Attention
- Use body Language
- Seek to Understand
- Don't interrupt
- Don't try to take perfect notes
- Respond appropriately

The 3 A's of Active Listening



- 1. Attitude



“ Most of the successful people I've known are the ones who do more listening than talking.
— Bernard M. Baruch

The 3 A's of Active Listening



- 2. Attention



“ One of the most sincere forms of respect is actually listening to what another has to say.

-Bryant H. McGill

The 3 A's of Active Listening



- 3. Adjustment



“ Listening is being able to be changed by the other person.
-Alan Alda

The Art of Listening in Virtual

Teams:

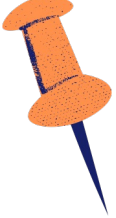

 Noisy listening doesn't work on video calls

 Agape is better than a blank face

 Pick a strategy to stay focused

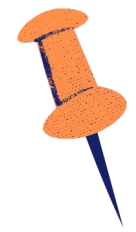


Listening Activity:

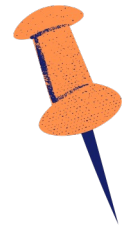
-  The Woman in the Accident
-  Listen closely to the story. You will be read a list of questions and then given time to respond



Action Steps:



What will you do after this presentation to improve your active listening skills?



Are there ways you can become a better critical, empathetic, or comprehensive listener by utilizing some of the tools learned today?

Resources:

- Articles:
 - [10 Steps to Effective Listening – Dianne Schilling](#)
 - [Listening Dyads Can Transform Your Team – Shane Safir](#)
 - [The Coaching Habit. Just ask the right questions – David Henzel](#)
 - [How Empathic And Active Listening Can Improve Workplace Communication](#)
- Podcasts
 - [The Advice Trap and Staying Curious Just a Little Longer - Brene with Michael Bungay Stainer](#)
 - [Listen Notes](#)
- Training Tools – Lesson on Listening
 - [What Is Effective Listening in the Workplace? – Definition, Techniques & Barriers](#)
 - [Accent Rosie](#)
 - [10 Tools for Developing Listening Skills](#)

Questions?

