

# AVIMA 20: Listening

30 November 2020

## What makes a good listener?

stay humble, leave space by remaining “in doubt”, quiet and calm

shows “love”

asks for more – before giving own views

trust through confidentiality

hearing is not listening – listening is intentional

## And why listen?

because not listening will demotivate

to understand and make better decisions

to show compassion

to help people find their own solutions – listening can empower

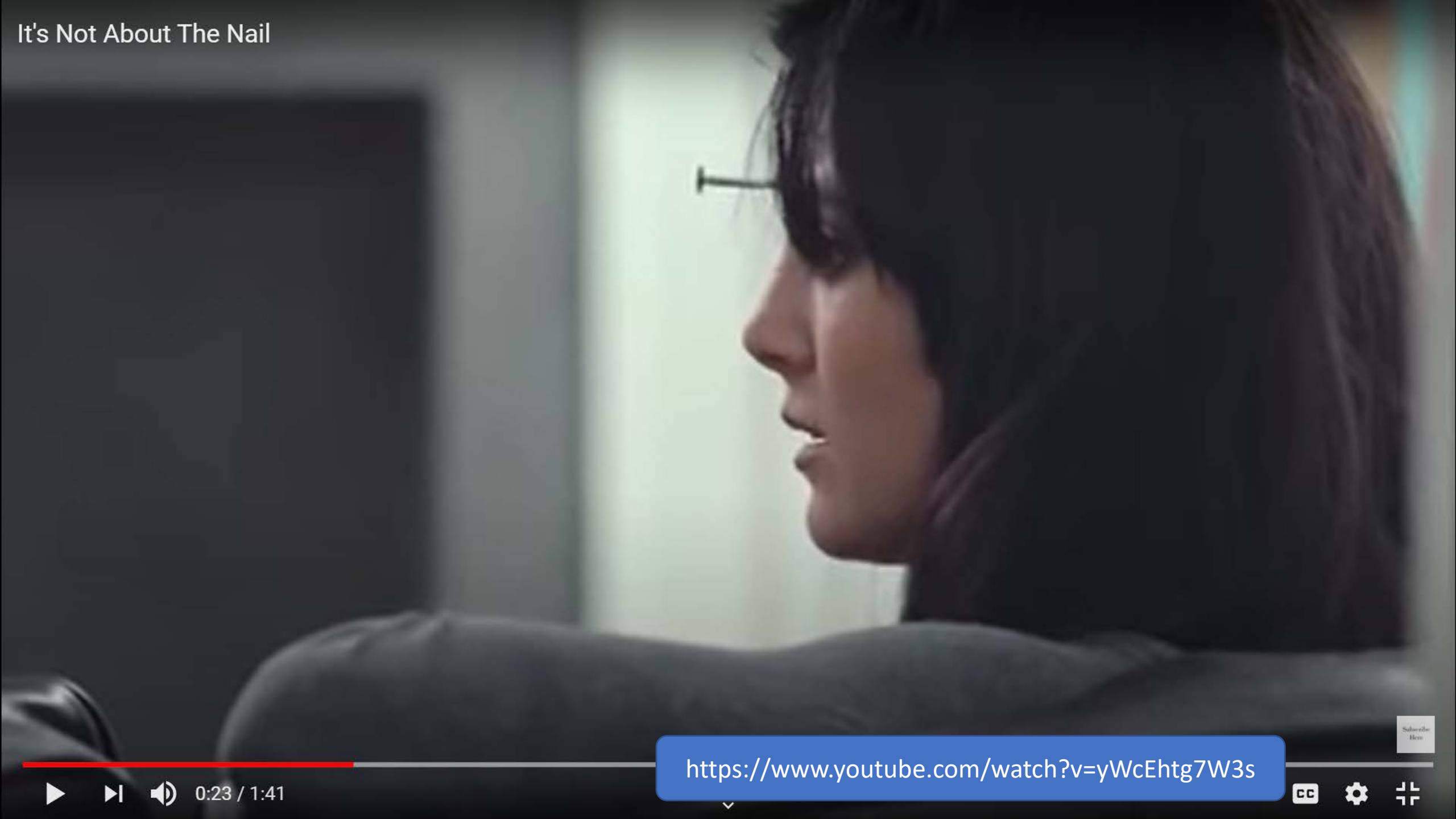
*When is it easier to listen and when more difficult?*

*Can we be good listeners all the time?*

*Is it important to listen well all the time?*

*Relate these questions to professional roles and leadership, private situations, and also cultural differences and differences in gender roles?*

It's Not About The Nail



<https://www.youtube.com/watch?v=yWcEhtg7W3s>

▶ ⏮ 🔊 0:23 / 1:41

CC ⚙️ 📺

Subscribe  
Here

# Listening bad habits

- I often interrupt
- I jump to conclusions
- I often give advice, even when not requested
- I try to fix it
- I am impatient
- I answer to show I know more than the speaker
- When someone is speaking I am already thinking more about my response than what he/she is saying
- I try to change the subject to something about myself
- I answer with a story about myself

The faker

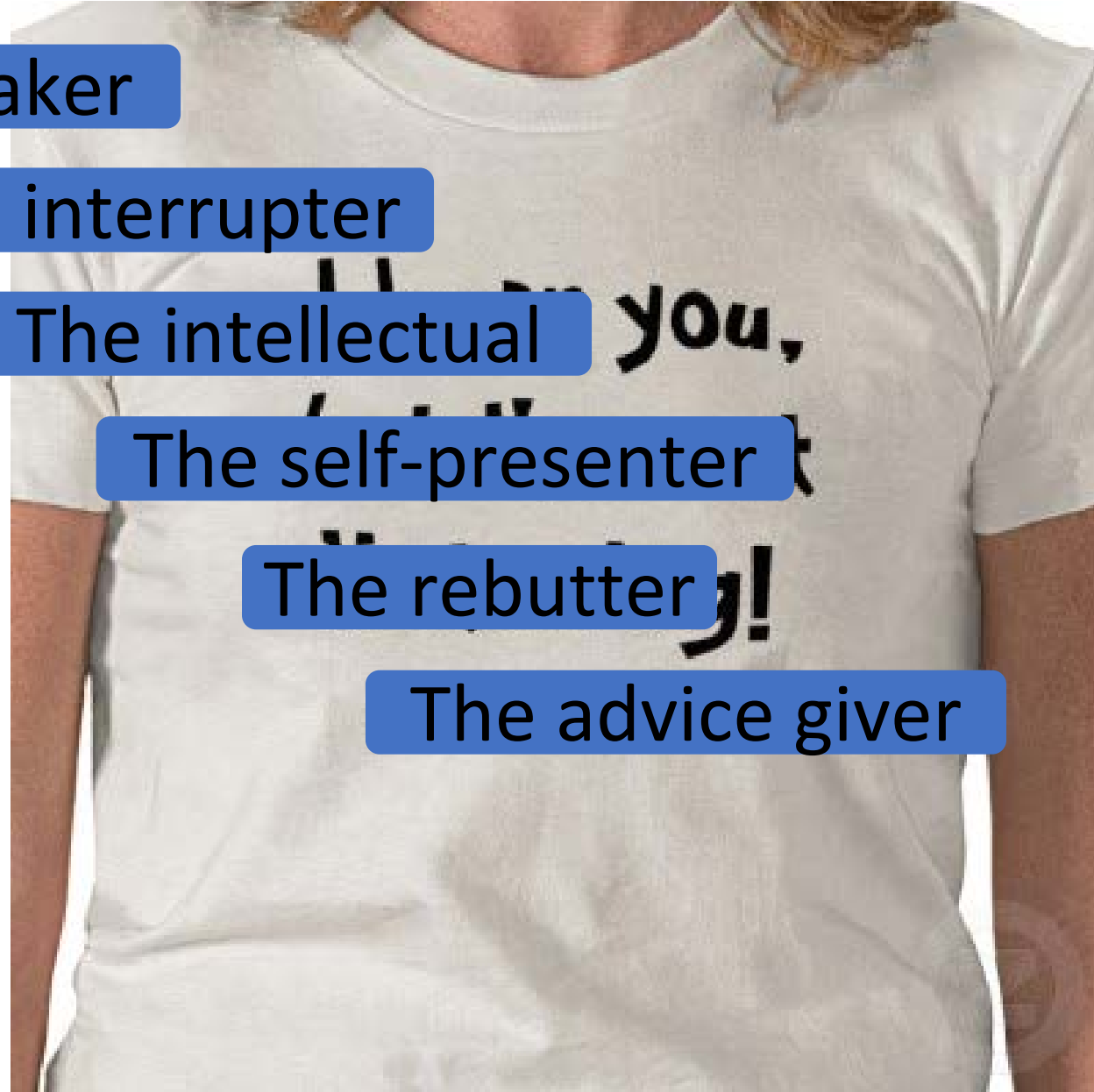
The interrupter

The intellectual you,

The self-presenter

The rebutter!

The advice giver




## How we (do not) listen (Ping and Pong)

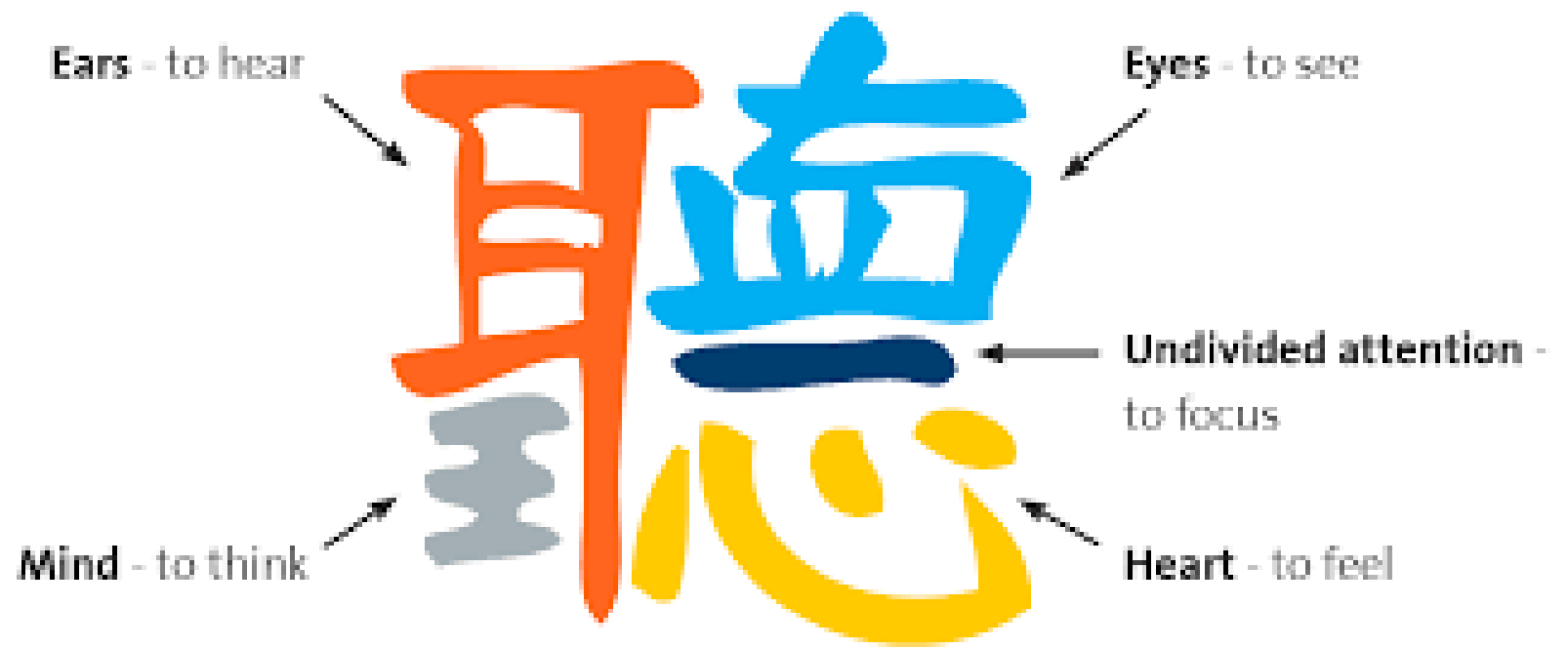
Ping talks about Ping                  Pong talks about Pong

## How we could listen

Ping talks about Ping            Pong listens

Pong talks about Pong            Ping listens

聽心



## Julian Treasure, 5 Ways to Listen Better

RASA

receive  
appreciate  
summarize  
ask

Julian Treasure

[https://www.ted.com/talks/julian\\_treasure\\_5\\_ways\\_to\\_listen\\_better?language=en](https://www.ted.com/talks/julian_treasure_5_ways_to_listen_better?language=en)





## Julian Treasure, 5 Ways to Listen Better

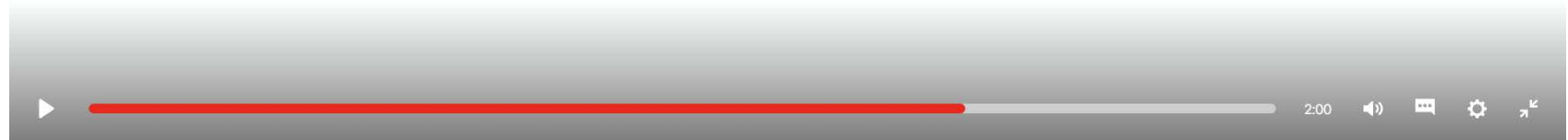


**listening positions**

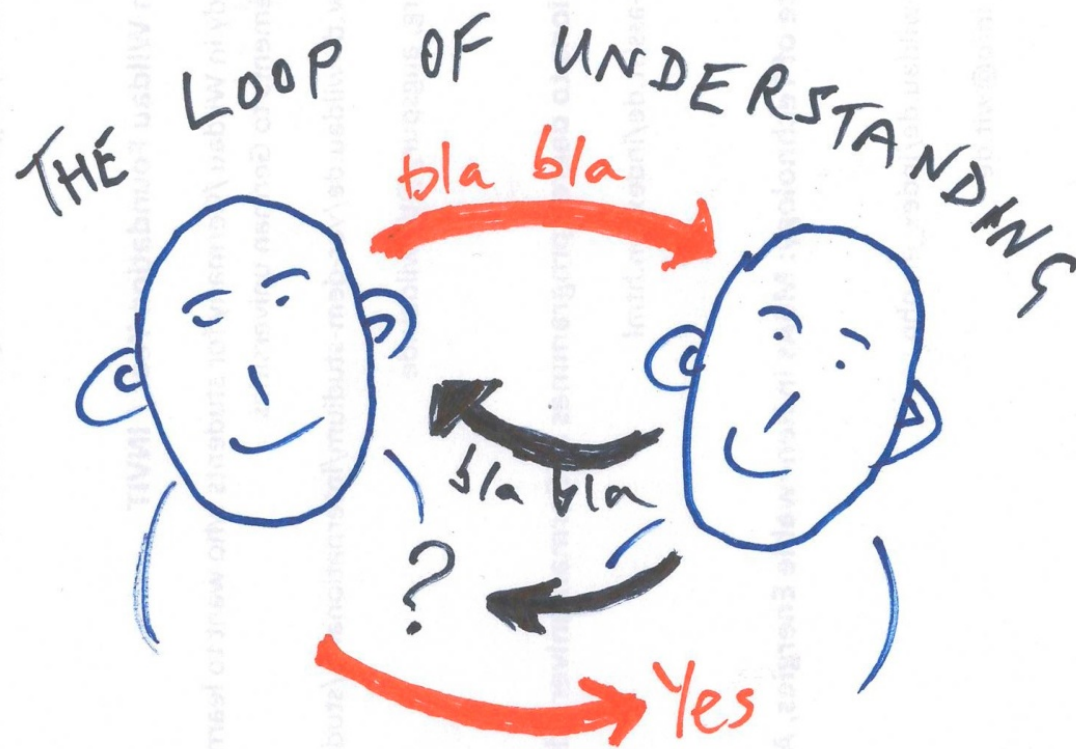
**active | passive**

**reductive | expansive**

**critical | empathetic**



[https://www.ted.com/talks/julian\\_treasure\\_5\\_ways\\_to\\_listen\\_better?language=en](https://www.ted.com/talks/julian_treasure_5_ways_to_listen_better?language=en)



Empathy

# Active Listening

silence

body language

eye contact

simple sounds

asking for clarification

repeating, paraphrasing, summarising

not evaluating, supplementing, commenting, agreeing or disagreeing

# Active Listening

tell a story

and listen to a story

# Active Listening

## Questions for Active Listening

1. What was the most stupid thing you ever believed in?
2. If you could, what global policy change would you make and why?
3. What is the best advice you would give your friends?
4. Finish this sentence: A good day is when ...

Adapted from Daniele LaPorte, *The Fire Starter Sessions: A Soulful and Practical Guide to Creating Success on Your Own Terms* (New York, 2012) pp 221-2.

# Feedback

The story teller talks about how it felt to be listened to ...

and the others just listen ... actively

# How to listen

do:

do not:

# A Dispute Between Employer and Employees



## **Employer's View**

You are vice-director of Legal Aid Service, which provides the legal aid service for the whole country, it's financed by the state. Up to 150 attorneys are employed.

For last several years leadership of the LAS worked very hard to get additional financial resources from the state, provide professional trainings for employees and ensure more independence for your institution. You are so proud that you managed to get involved different donors with their professional and financial recourses and get support for developing LAS.

One of the major reforms that you personally were involved started 2 years ago. You with several world known and recognized international experts (financed by donor organizations) developed the concept of assessment criteria. You have established a special department and hired lawyers that should evaluate performance of attorneys and quality of the service provided. The system is very clear, simple and perfect.

You were about to start the pilot project when you received the notice from the court informing you that 20 attorneys from the city office went to court claiming that the evaluation system is illegal as it's violating independence of attorneys and their duty of confidentiality.

## Employer's View

You personally are convinced that employees are playing games with you, you tried to talk and convince them, that this evaluation system is based on best practice so there is no legal argument. It's a matter of principle for them, they don't want to be evaluated at all. For you it's crucial to prove they are wrong and win the case. You need to save face in front of other employees and donors too, as they are expecting results soon.

During the court proceedings you are not able to start the pilot project and show any results, so donors most probably will be resistant to finance other initiatives important for the development of LAS. You are convinced, that attorneys are having also political ambitions, in the summer of 2021 the director of LAS will be reelected.

In the court hearing the judge highly recommended to settle the dispute. You are sure that there is no chance to convince your employees to drop the claim. You are now meeting the representative of employees to somehow manage to convince her to drop the claim. You were thinking to push a little bit and remind, that labour law not only protects their rights but also sets limits for employees too.

Listening and Leadership?

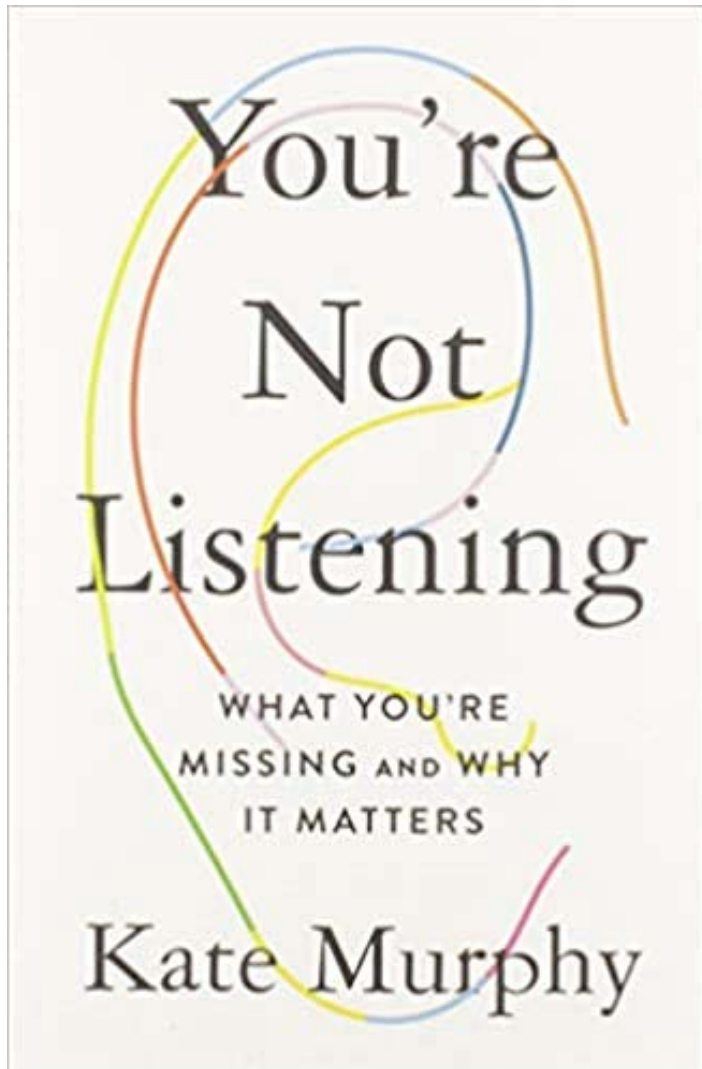
# The Listening Circle

- Person 1: tell a story – something that matters to you
- Person 2: listen actively, ask clarifying questions, and understand and summarise the facts only
- Person 3: listen actively, ask clarifying questions, and understand and summarise the interests and needs only
- Person 4: listen actively, ask clarifying questions, and understand and summarise the feelings only

# Celeste Headlee: Ten Ways to Have a Better Conversation



[https://www.ted.com/talks/celeste\\_headlee\\_10\\_ways\\_to\\_have\\_a\\_better\\_conversation?language=en](https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation?language=en)



New York, 2019



Sherry Turkle, Connected but alone?

[https://www.ted.com/talks/sherry\\_turkle\\_connected\\_but\\_alone](https://www.ted.com/talks/sherry_turkle_connected_but_alone)