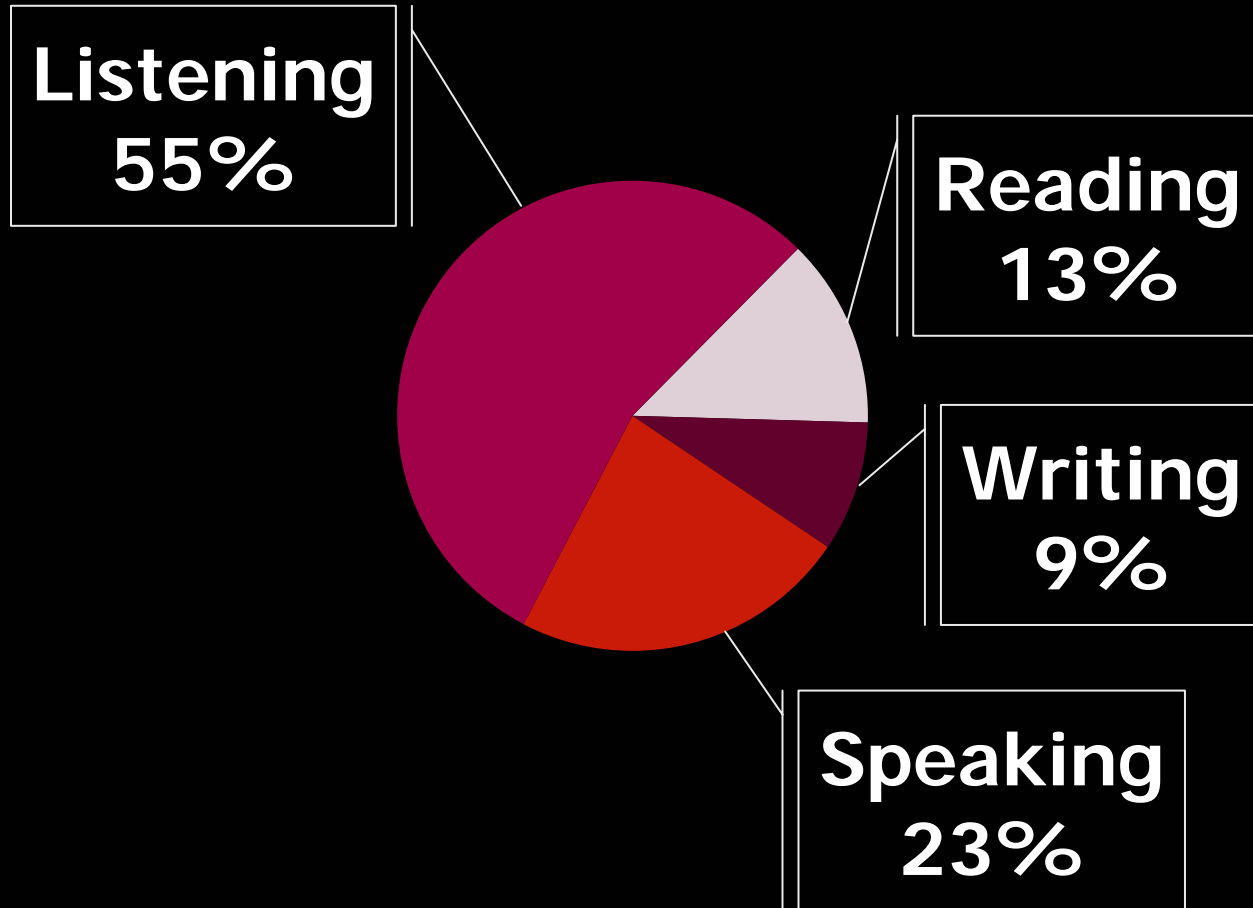


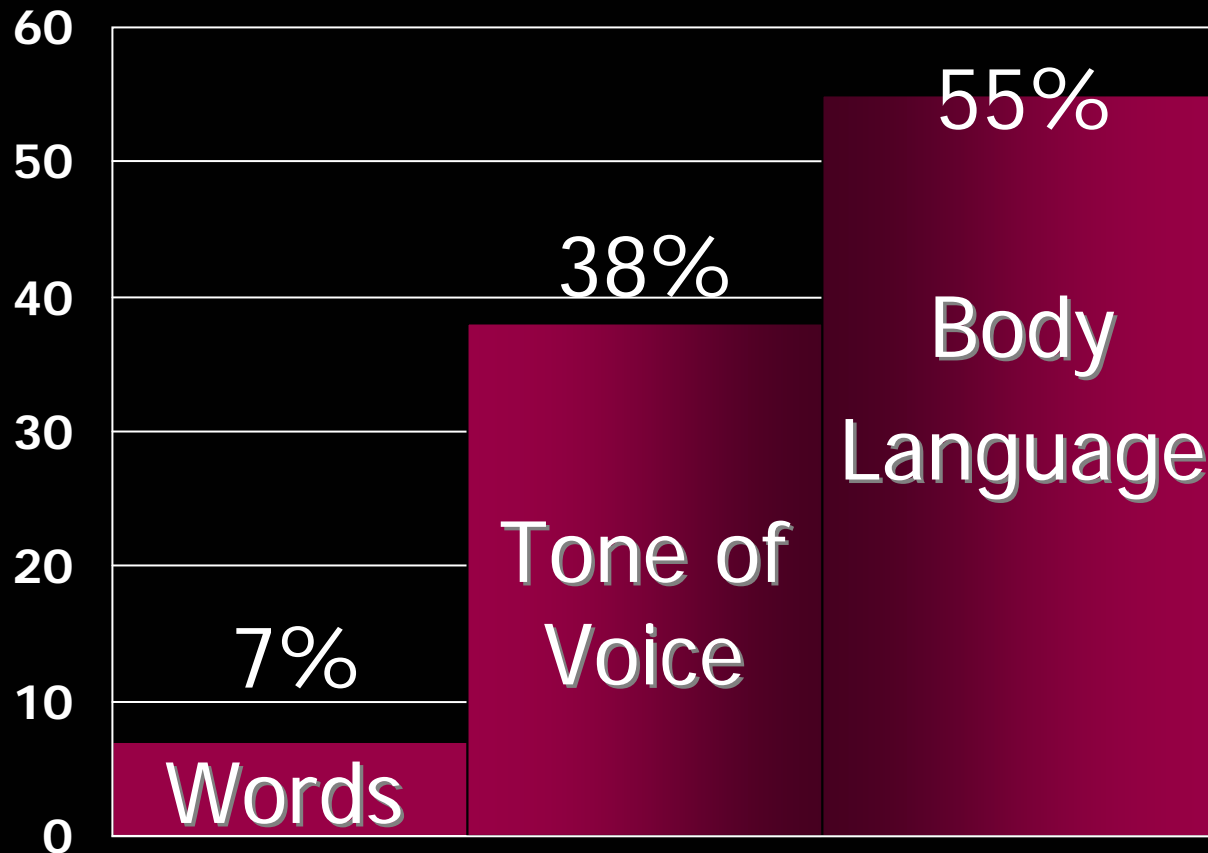
# Welcome to the Improving Communication through Positive Listening Approaches Seminar



# Time Spent Communicating



# Verbal/Nonverbal Communications

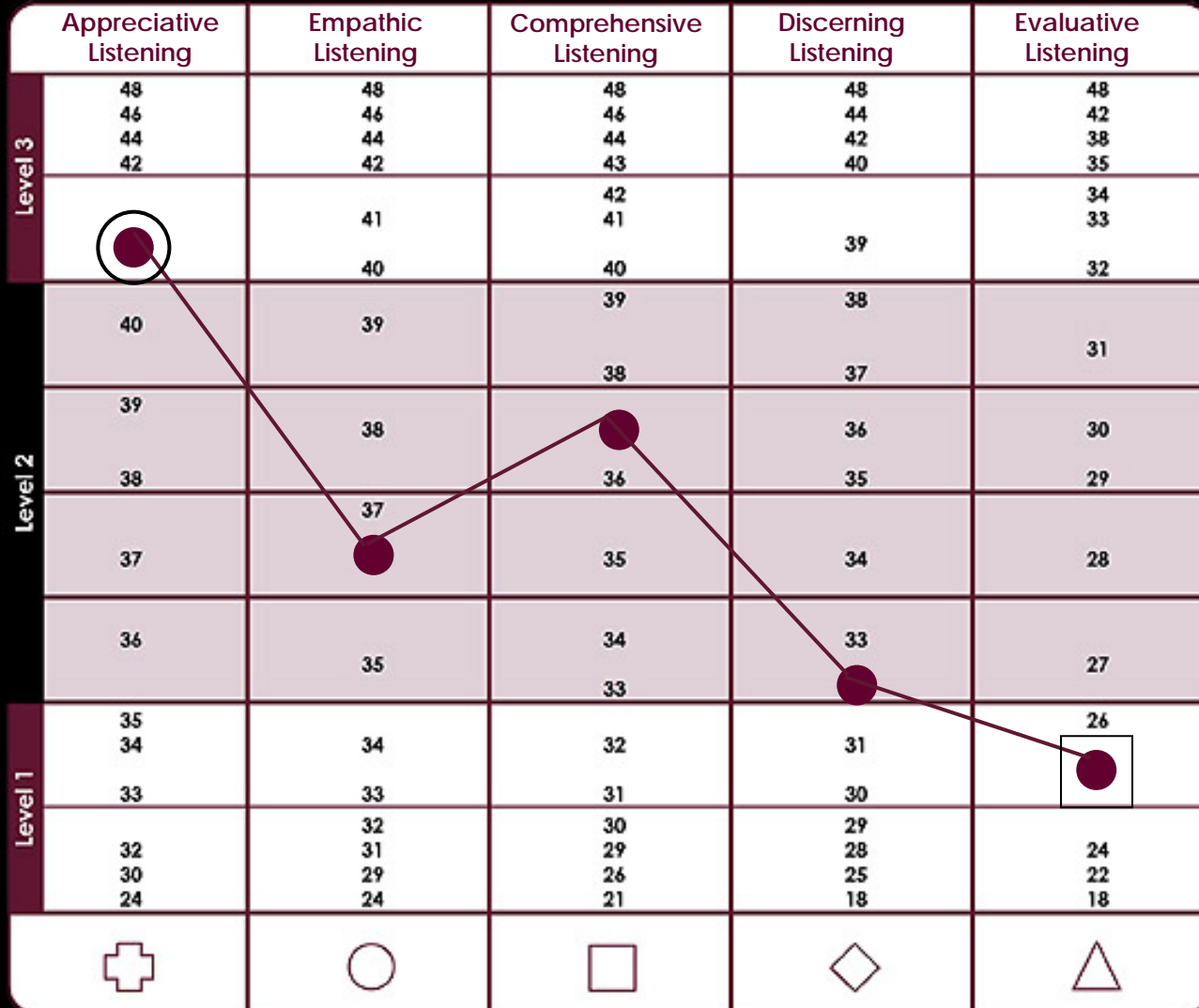


# Causes for “Tune-Out”



- Receiver's purpose is different from sender's purpose
- Understimulation
- Overstimulation
- Pace and delivery
- Lack of skill development

# Listening Graph



# Empathic Listeners



## To Be More Effective with Empathic Listeners

- Ask more open and feeling-oriented questions
- Show more empathy
- Don't interrupt
- Feel more, think less
- Demonstrate sensitivity
- Be more intuitive
- Be more open-ended
- Maintain eye-contact
- Be responsive and open to questions



# Listening Modes



## Empathic

- Feelings
- Emotions
- Needs

To figure out topic/intent



Discerning

To organize information



Comprehensive

To make a decision



Evaluative

## Appreciative

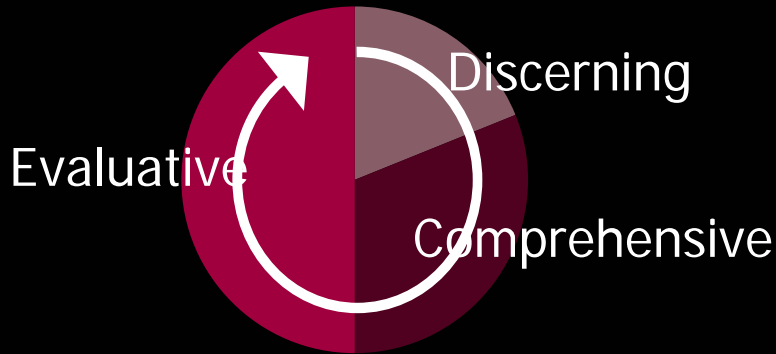
- Sound
- Color
- Language

# Listening Modes



## Listening Approaches Used Effectively

Politician

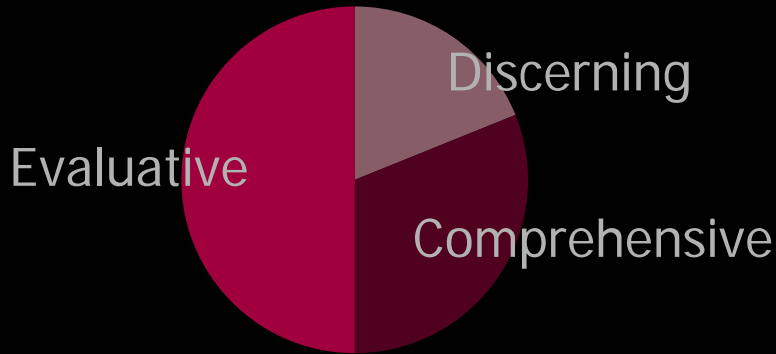


# Listening Modes

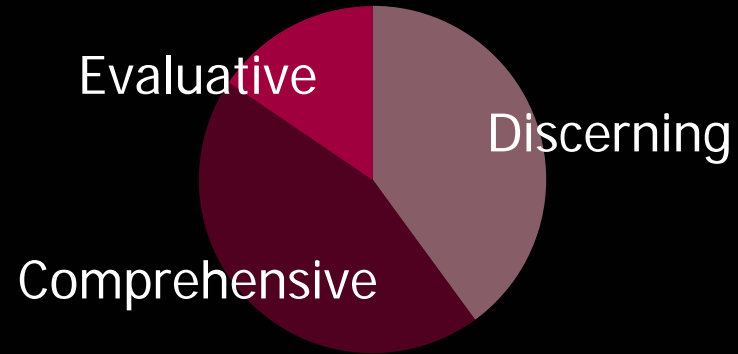


## Listening Approaches Used Effectively

Politician



Lecture

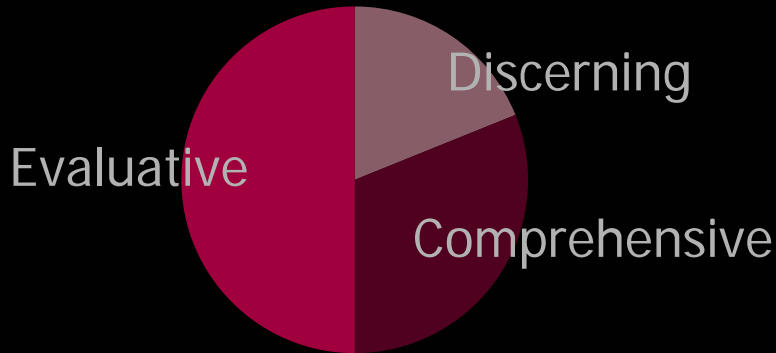


# Listening Modes

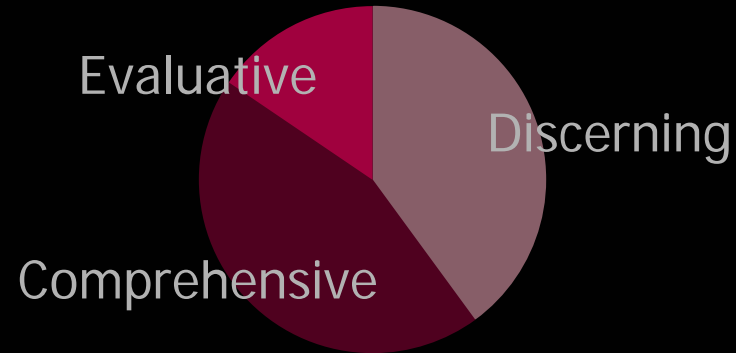


## Listening Approaches Used Effectively

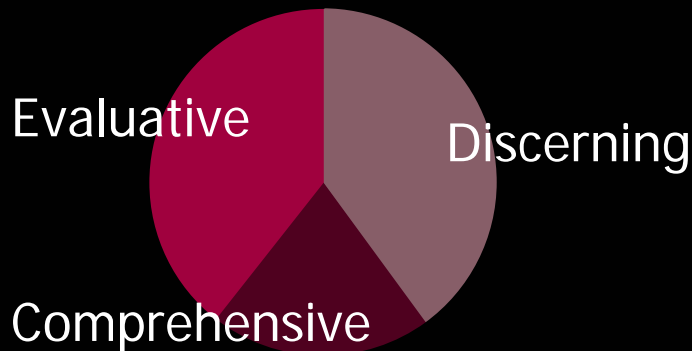
### Politician



### Lecture



### Sales Presentation

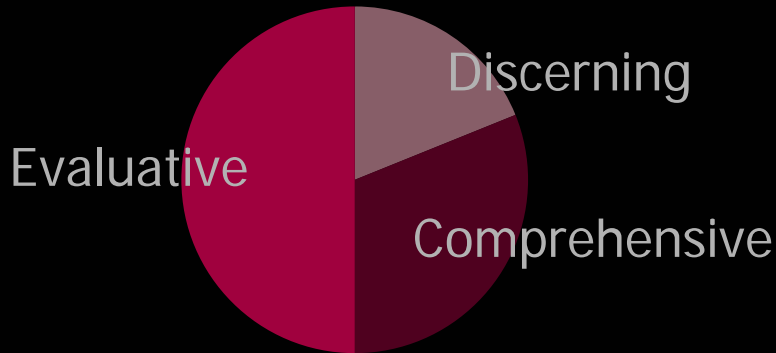


# Listening Modes

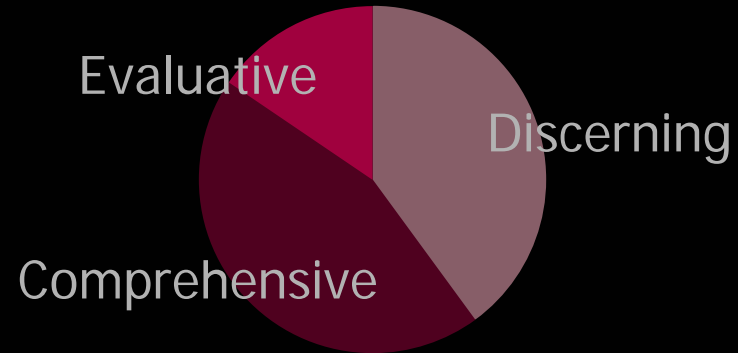


## Listening Approaches Used Effectively

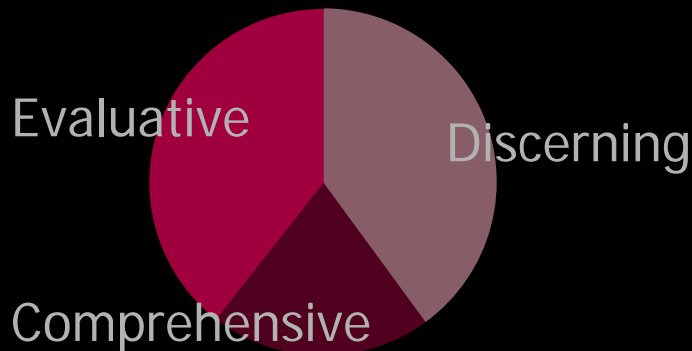
### Politician



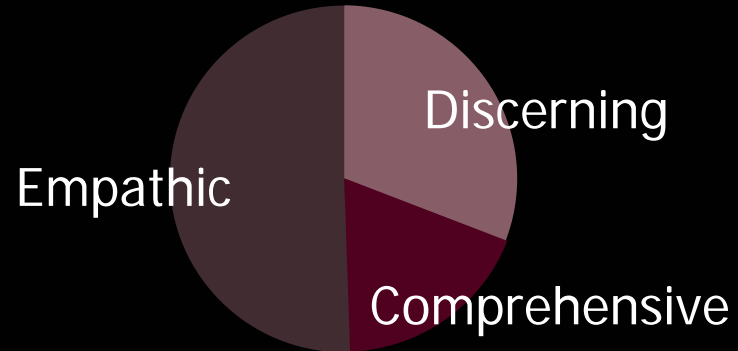
### Lecture



### Sales Presentation



### Friend



# Dinner Guest



If you could have dinner with anyone, dead or alive, who would that be and why?

# Thank You for attending the Improving Communication through Positive Listening Approaches Seminar

