



Finding Your North

Active Listening Toolkit

March 2022

A little bit of psychology



Emotionally driven

In simple terms there are two sides of the brain, the logical and primitive/emotional brain. The logical brain is when we are conscious, thinking about what we are going to say. When we feel threatened our emotional brain takes over to protect us.

Selfish - WIFME

What's in it for me. Most of us view life from this perspective.

Driven by fear

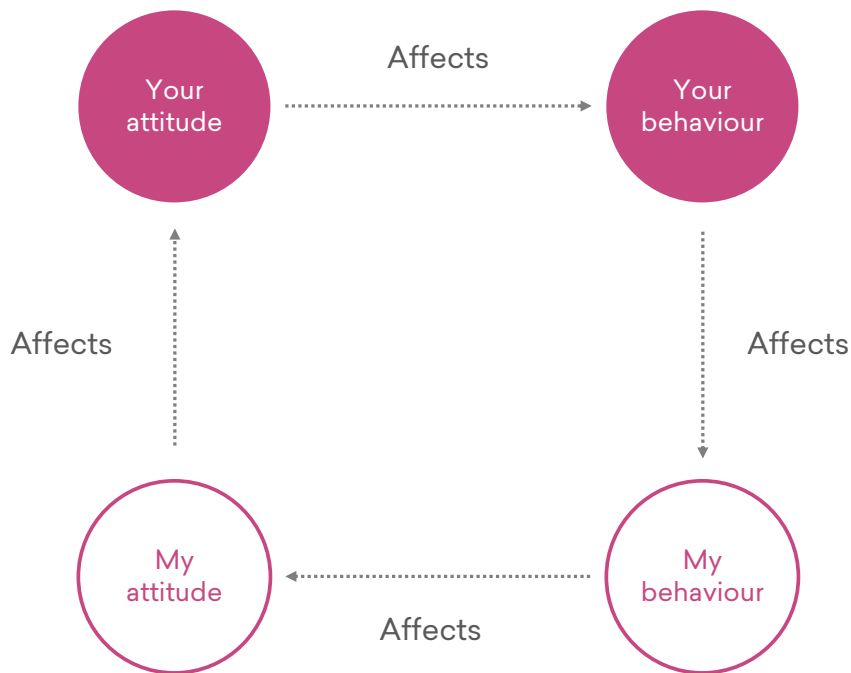
When we feel our opinion or belief is being questioned it can cause us to fear a loss for example if your company implements a change this can cause a fear of security or fear of the unknown.

We like to be right

It makes us feel valued and validated and we surround ourselves with people who are like us and agree with us.

Event-thoughts-emotions-behaviour

this is a cognitive therapy model. An event happens, it provokes thoughts about the event, these thoughts create emotions within us and then this is reflected in our behaviour. Road rage is a classic example of this. Use relevant examples to the organisation. Change, new team member, new manager, new policies.



3 styles of communication



Aggressive

Aggressive - includes passive aggressive, driven by emotion and includes sarcasm, talking over people, not listening, putting people down, laughing at other people, talking about other people when they are not there.

Submissive

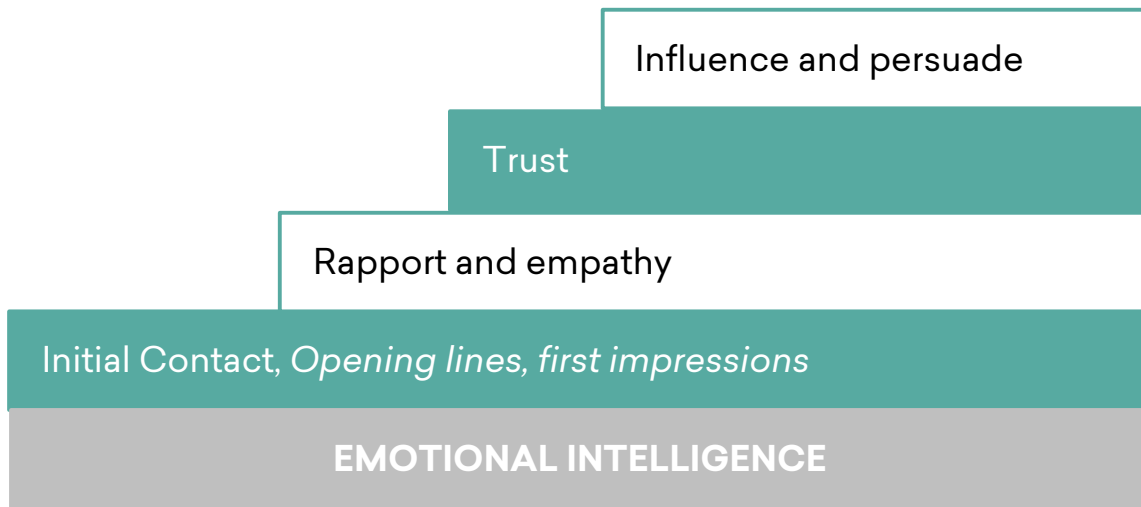
Submissive - not answering or asking questions, saying sorry for no reason, internalising rather than sharing how they are feeling.

Assertive

Assertive - non emotional, listens to other peoples views, understand they have their own views and beliefs and willing to put across their opinion/ideas but also to listen to others.

Meeting someone half way across the bridge.

Relationship Stairway



This stairway is used by FBI negotiators across the world and is fundamental in building relationships quickly.

The first step is how we set the scene with another person. For me it's that first meeting of the day as well as in life. We leave an impression within 0-7 seconds and we judge others in the same time.

Rapport - this is where we find similarities between ourselves and others and start to build deeper relationships.

When we have work colleagues we already have something in common.

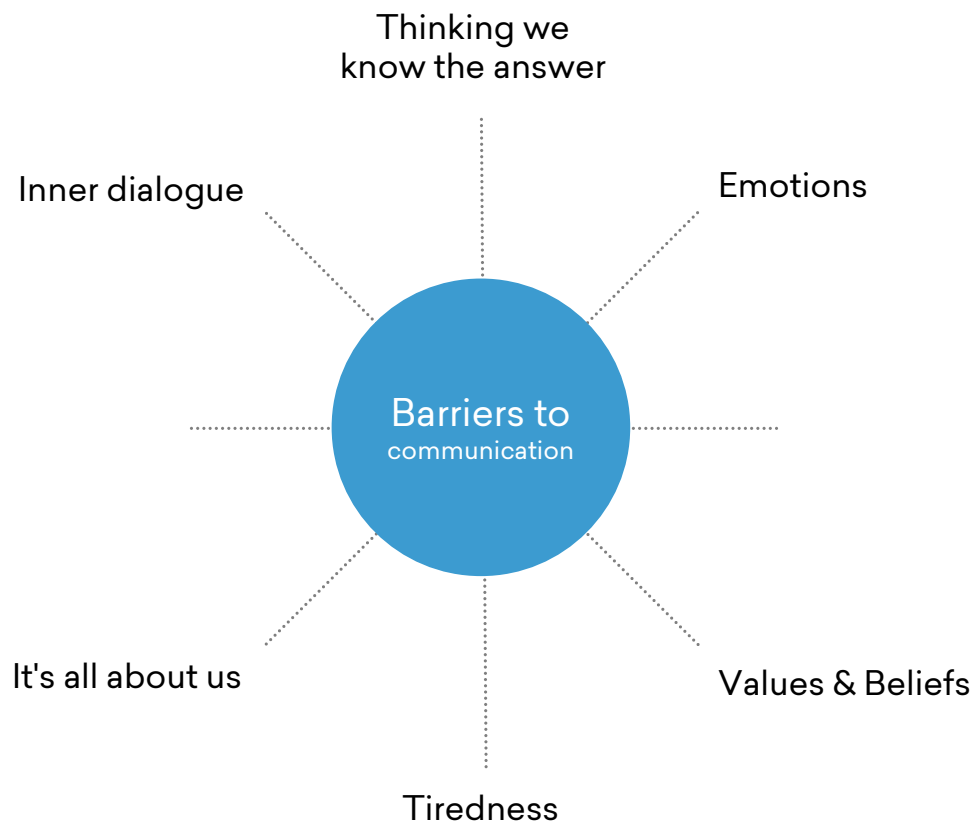
Empathy - understanding how people might be feeling

Trust, the hardest step to get and the easiest to lose

We build trust through consistency, not letting people down, showing up when we say we will, completing work on time. Trust can be broken by us or others who work with us.

Once we get to the top of the stairway we can influence and persuade other people. We get them to listen to our ideas and our beliefs. We can not do this without trust.

Barriers to Communication

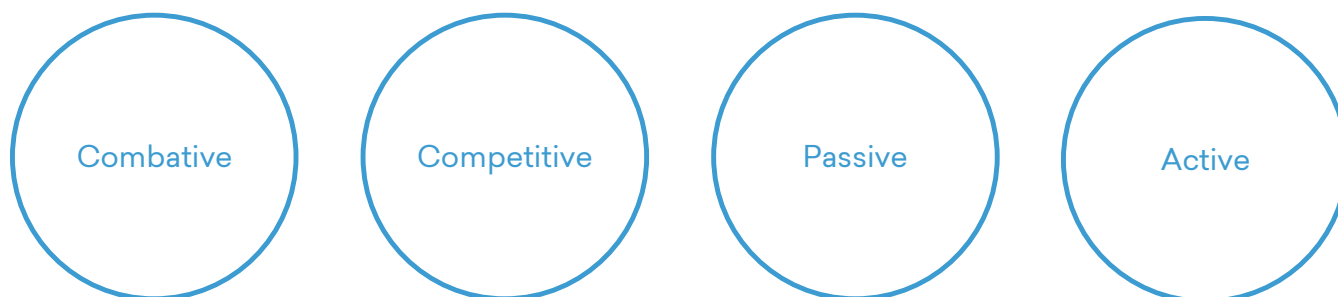




Active Listening



4 Modes of Listening



Conversational Skills

Open Questions

Affirmations

Reflection

Summary

Open Questions

Be careful of why as this can sound accusatory.

Important because it allows people to respond with more than a yes/no answer

Affirmations

Praise people and be precise about what it is you are praising.

Thank you for getting that piece of work back to me so quickly it ensured we were able to give the customer a better service.

Important because it helps the other person feel valued and validated.

Reflection

Reflection - reflecting back a person's emotions or words they have said.

Important because it helps the other person feel validated and it keeps the agenda about them and builds relationships quickly.

Summarise

Summary - reflecting back what you believe someone has told you.

Important because the other person feels listened to and if you haven't understood what they meant they will clarify it for you.

Summary



- People are driven by their values & beliefs
- We are all selfish
- There are different ways of listening
- Relationship stairway
- Conversational skills

Thank you

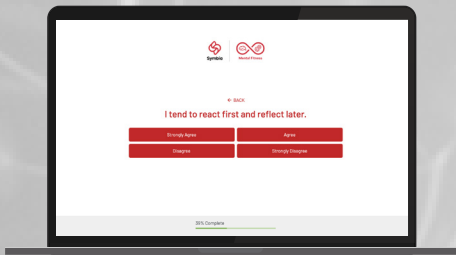
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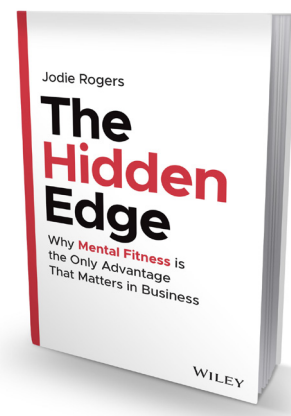
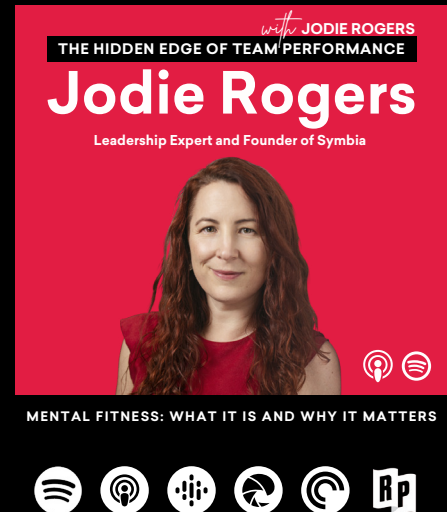
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