Listen Up!

What we listen FOR determines what we hear...
And what we don’t.....
Agenda

Openers
HH&H Listening
Brad’s Story
My job makes me listen for...
HH&H Review
Story Sample Exercise
Confirmation Bias
Curiosity
Q&A
Obstacles to Effective Listening

- Time/Pace
- Distractions
- “Forecasting”
- Impatience
- Self Focus
- Reduced Curiosity
Heart Listening

Emotions
Truth beneath the words
Openings
Relationship
Patterns of Connection
Hands Listening

Actions
Problems to Solve
A “Map”
A Strategy
New Possibilities
How can I Fix it?

The Future
Head Listening

Rational Function
Facts
Numbers
Established Patterns
History/The Past
Teasing out the “Dream”

- What’s the most desired change?
- What greater need will this change address?
- Can I relate to this situation?
- What can I offer to address this need?
Head Listening

Rational Function
Facts
Numbers
Established Patterns
History/The Past
Heart Listening

- Emotions
- Truth beneath the words
- Openings
- Relationship
- Patterns of Connection
Hands Listening

- Actions
- Problems to Solve
- A “Map”
- A Strategy
- How can I Fix it?
Three Part Story
Confirmation Bias

When we would like a certain idea or concept to be true, we end up believing it to be true. This error leads us to stop gathering information beyond what confirms the views we’d like to be true.

- Psychology Today
Confirmation Bias!

What the human being is best at doing is interpreting all new information so that his/her prior conclusions remain intact!

- Warren Buffett
• Head Heart & Hands Modalities
• Representative occupations
• Primary & Secondary listening
• Relating to others
• Confirmation Bias
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And what we don’t.....