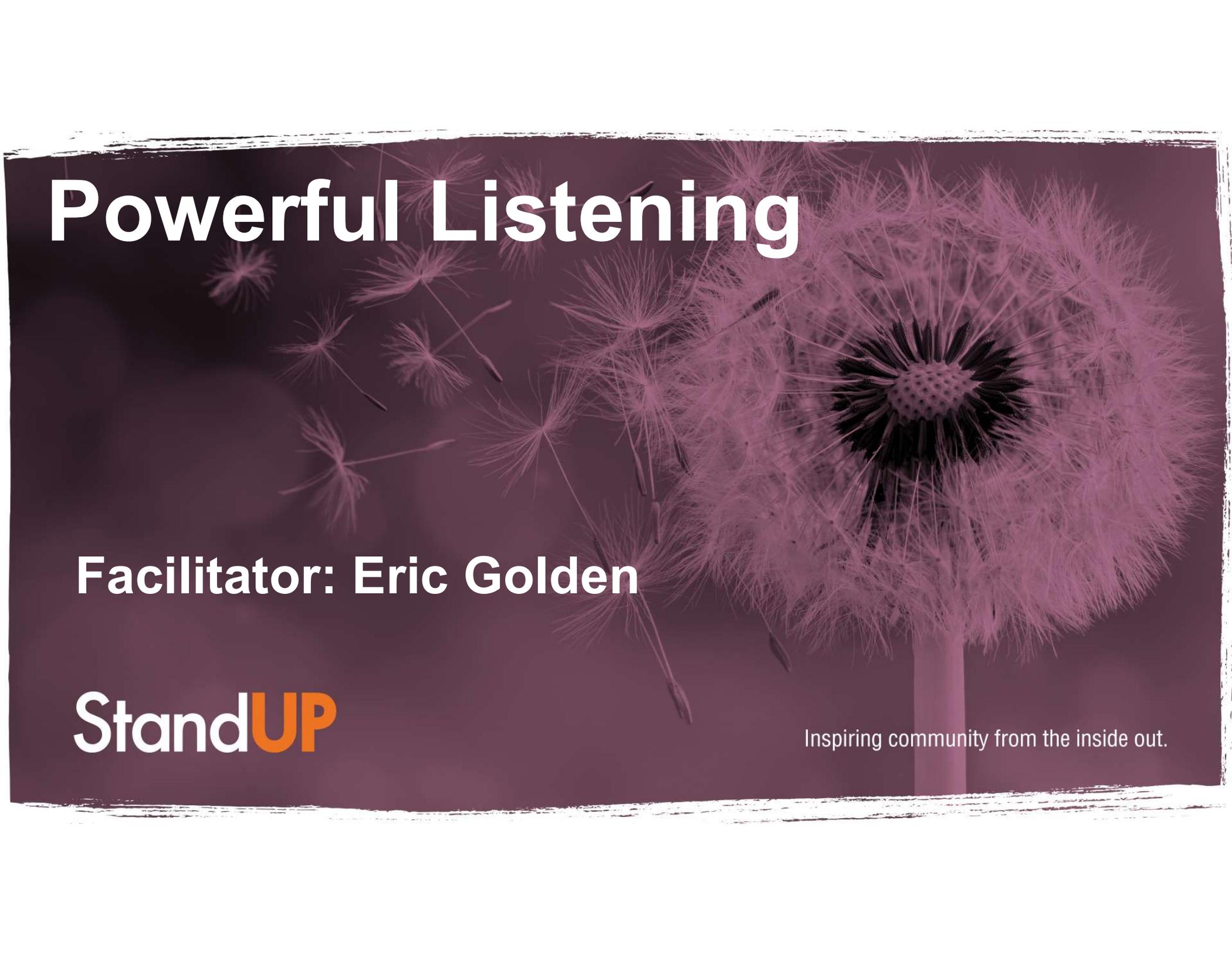


# Powerful Listening



Facilitator: Eric Golden

StandUP

Inspiring community from the inside out.

# Listening vs. Hearing

## Hearing

Passive

Automatic

Just sound

Requires no effort

Happens with your ears

**Hearing is a subconscious behavior**

## Listening

Active

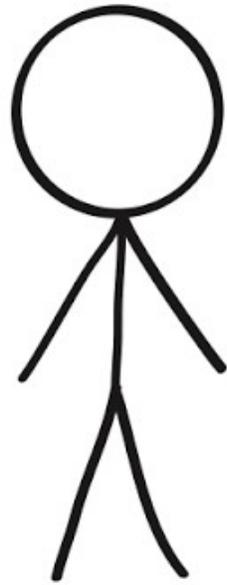
Intentional

Meaning + Emotion

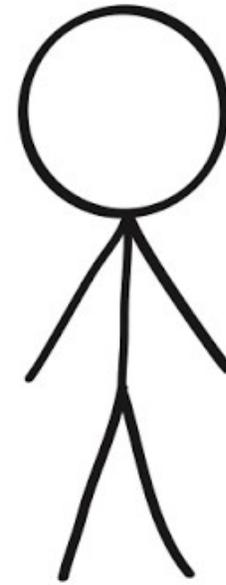
Requires focus, curiosity, and empathy

Happens with your presence

**Listening is a conscious choice**



speaker



listener



Forming judgments  
Having biases  
Self-talk  
Fear of being judged  
Fear of offending  
Fear of not being liked  
Past experiences  
Assumptions  
Limiting beliefs  
Power/Status



2

Relational/Intuitive Listening

1

Active Listening

0

{ Relating, All About Me  
Advice Giving

-1

Walk away/distracted listen

-2

Being cell-phoned or  
Physical barriers

# Please discuss...

Where do you think you default most of the time?

When do you notice you listen from levels 1 or 2 most?

2

Validating

1

Acknowledging

0

-1

-2

# Acknowledging

- Listening LEVEL 1
  - I am receiving what you are saying as you've intended
  - I can hear what's true for you without my own “stuff” getting in the way or making it about me
  - I can hear what's true for you without being reactive (judgment)
-

# NOT Acknowledging

- Ignore
  - Don't acknowledge what they say or do
  - Look the other way
  - Pretend you don't see what's happening
  - Minimize and move on
- Discredit the individual
- Punitive consequences/ Threatening
- Blame/get frustrated or visibly upset
- Judge or take things personally

# Acknowledging Strategies

- When we **ACKNOWLEDGE**, we acknowledge **THE WORDS BEING SAID**.
- We are asking for clarity. We are making sure we understand someone correctly.
- Mirror back
- “Tell me more”
- “What do you mean by \_\_\_\_\_?”
- “What else is important for me to know?”
- “Did I get that right?”

# Validating

- Listening LEVEL 2
  - I step into your perspective
  - Your perspective is valid
  - Your feelings are valid
  - I can “be” with you in your feelings and perspective without trying to fix or change them or you
-

# NOT Validating

- Calm down.
- It's no big deal.
- Get over it.
- Can we just move on?
- That's ridiculous.
- You're over-reacting.
- You're so dramatic.
- That's not how it happened
- I understand
- I know how you feel

# Validating Strategies

- When we **VALIDATE** we are validating **FEELINGS**. You may need to ask about the feelings that are/were present for someone.
- “It makes sense that...”
- “It’s understandable that...”
- “Of course you \_\_\_\_\_, if you felt \_\_\_\_\_”



Validating is **NOT**  
Agreeing

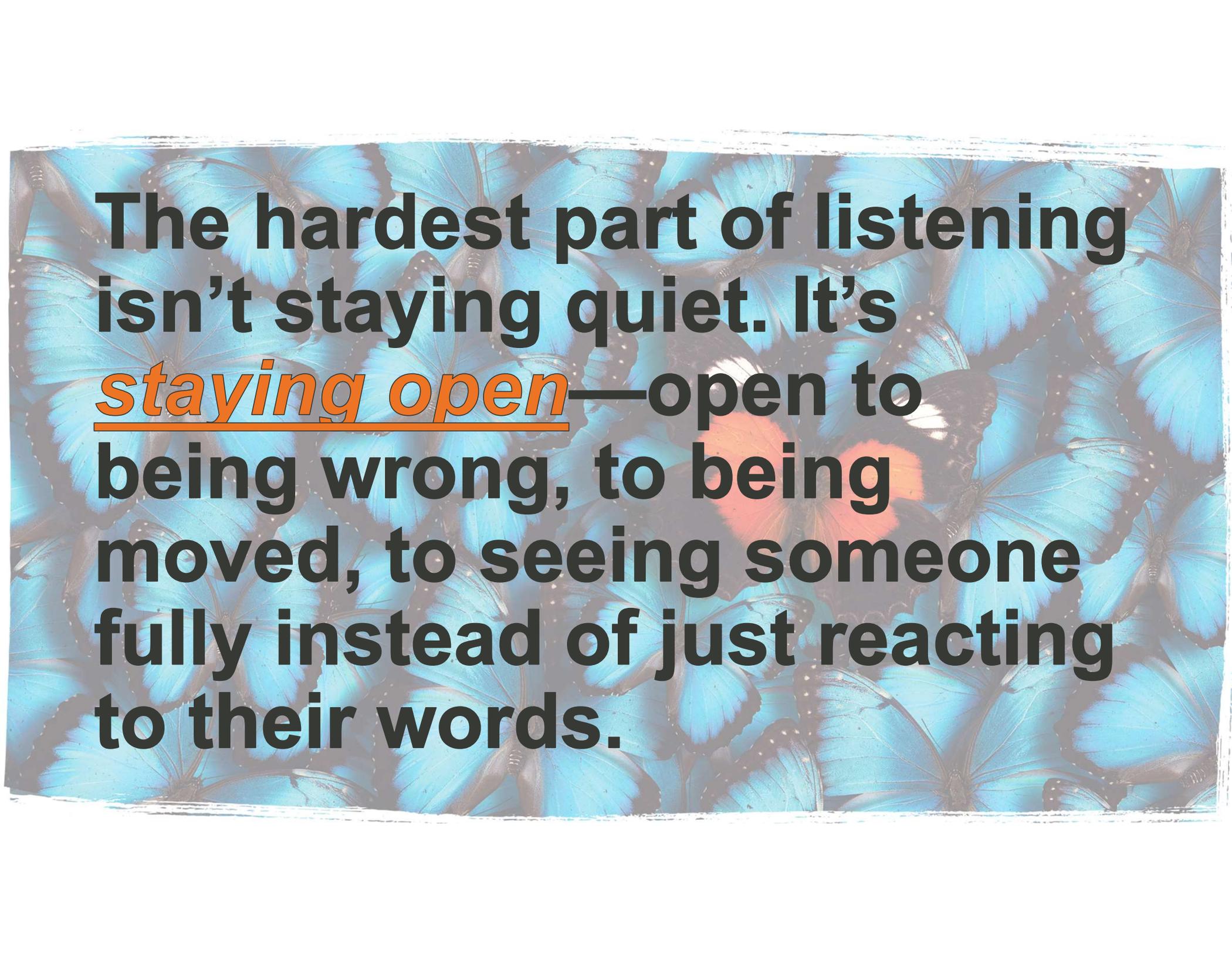
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# Benefits of powerful communication in your work:

(listening, acknowledging and validating)

- We develop a new perspective from someone else's experience, lift voices
- Others feel seen, heard and valued
- Create buy-in
- We are focused on the humanity underneath the words
- We build relationships
- We LEARN and GROW
- “Hard” conversations become less “hard”
- We more easily find “win-win” solutions

The background of the image is a dense pattern of butterflies. Most are a vibrant blue, but there are several orange butterflies interspersed among them. The butterflies are shown from various angles, some facing forward and others in profile, creating a sense of movement and depth. The overall color palette is dominated by the bright blue and the warm orange of the butterflies.

The hardest part of listening isn't staying quiet. It's staying open—open to being wrong, to being moved, to seeing someone fully instead of just reacting to their words.