

Listening for Success

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**Presented by: Innovative Training & Consulting
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**“The most basic of all human needs is the need to understand and be understood.”
Ralph Nichols**

Listening for Success

Overcome listening/language barriers that cause problems. Learn the basic principles and techniques needed to become an active listener and an understanding communicator in both professional and personal areas.

Session Objectives: Identify how effective listening contributes to better quality information and influencing outcomes.

- Examine one’s own listening pattern
- Identify attributes of effective listening
- Identify the different levels of listening and barriers between listener and speaker
- Recognize the effect nonverbal behavior and listening resistance have on the speaker
- Develop techniques to improve listening skills and get others to listen to you

The session is interactive, combining lecture, individual work, experiential learning and group learning to meet the outlined objectives.

Listening Exercise

Part One

Think for a moment about today or yesterday then answer the following questions.

A. How often did you listen nonjudgmentally? (What does this person really mean, what do they feel?)

When?

With Whom?

What was your reason for listening?

B. How often did you pretend to listen? (Hearing words but not making the connection to the speaker's intent.)

When?

With Whom?

What was your reason for listening?

C. How often did you make no effort to listen to the speaker at all? (Being passive or judgmental, preparing your own response?)

When?

With Whom?

What was your reason for listening?

D. Based on your responses can you identify your listening pattern? Is there an emphasis in one particular area?

Listening Exercise

Part Two

Directions

You are to speak with the person next to you on any topic for three minutes. They in turn will speak to you on any topic for three minutes. You are to paraphrase or restate to the speaker their message in your own words. Open your paraphrase by saying, "What I think your saying is"... or "So in other words, you feel"... After paraphrasing check in with the speaker, "Is this what you mean?" or "Did I get that right?"

The facilitator will be the timekeeper, letting you know when to begin and when the three minutes are up. Listen carefully to the speaker and wait for a natural break in the conversation before you begin to paraphrase.

The Power of the Paraphrase

After the paraphrasing exercise the facilitator will lead the group through a debriefing process to establish any new learning. What concepts, ideas or realizations became clear? What new perspectives does the group have? How can this be applied in the workplace and in my personal life?

Innovative Training & Consulting

Bringing Leadership Into Practice

Biography

Innovative Training & Consulting is a Northwest Indiana based organization that is dedicated to transforming communities and building the new community, The Work Place. Innovative Training & Consulting provides instruction and facilitation that empower individuals by adding strength to their current abilities as well as introducing new 21st Century leadership skills. Founding partners and facilitators: A. J. Koss and Stefanie Toth

A. J. Koss serves as lead consultant and trainer in businesses, human service organizations, community leadership programs, volunteer groups and governing boards. Innovative Training & Consulting create and deliver customized instruction specializing in organizational and leadership development. Innovative Training & Consulting is an active participant in the Indiana Leadership Initiative.

A. J. Koss has served as staff development and “humangement” specialist in the corporate environment where she developed and facilitated Supervisory Leadership and skills training programs. She has an extensive background in the non-profit sector and has served as executive director of a local community leadership program. She has earned a Master of Science in Education with an emphasis on instructional design and has a Bachelor of Arts in Organizational Management. A. J. is a graduate of the National Association for Community Leadership’s inaugural program, Leadership USA. She is an author as well as a national facilitator and presenter.

Stefanie Toth has served as a health service educator and administrator in the home health industry and is experienced in nonprofit organizations as well as the coordinating and training of community volunteers. She established the Older Adult Networking Committee that benefits organizations serving older adults in several northern Indiana counties. Stefanie has a Bachelor of Science in the area of Consumer and Family Sciences and is licensed in Adult/K-12 education. She is a graduate of the Indiana Academy for Non-profit Excellence and serves on several task forces and committees that advocate services for older adults as well as other community projects.

