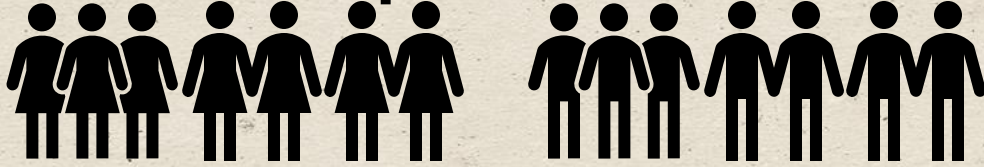


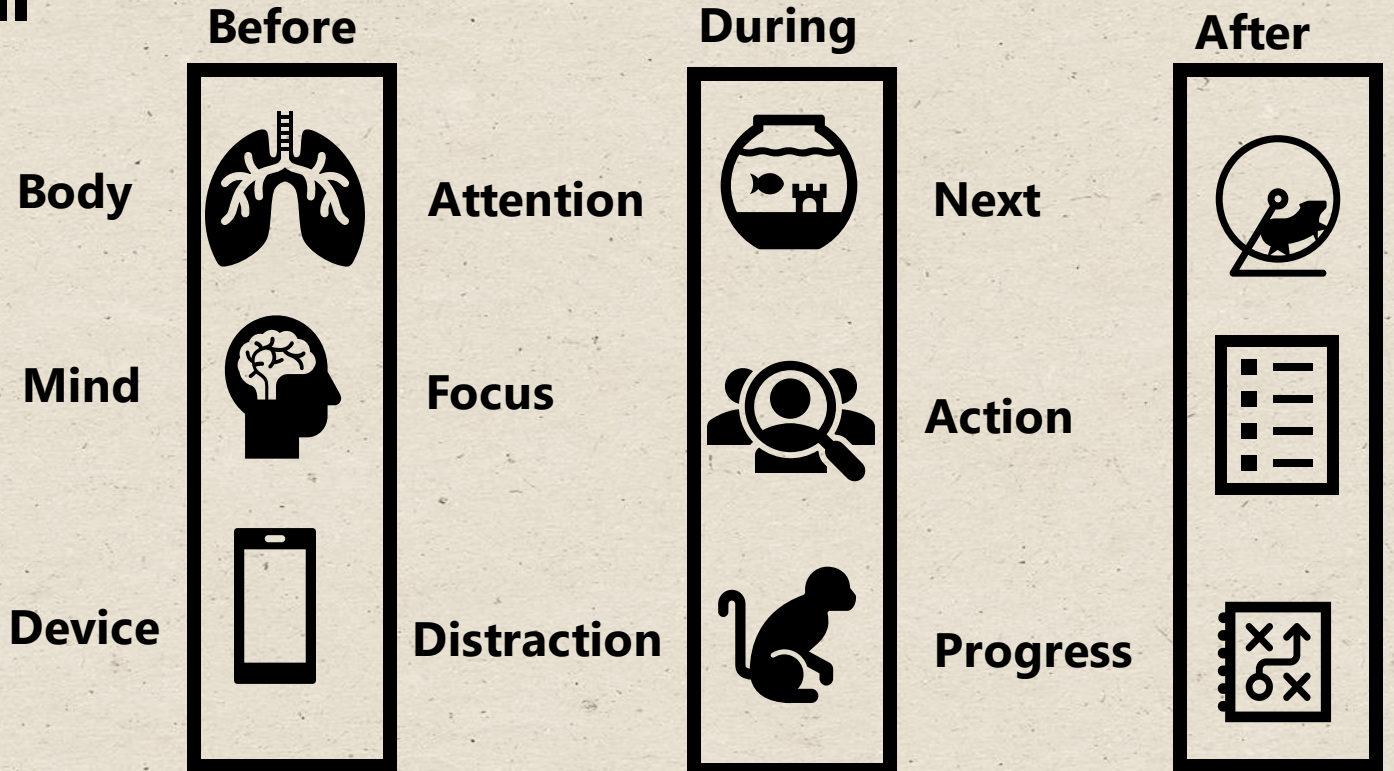
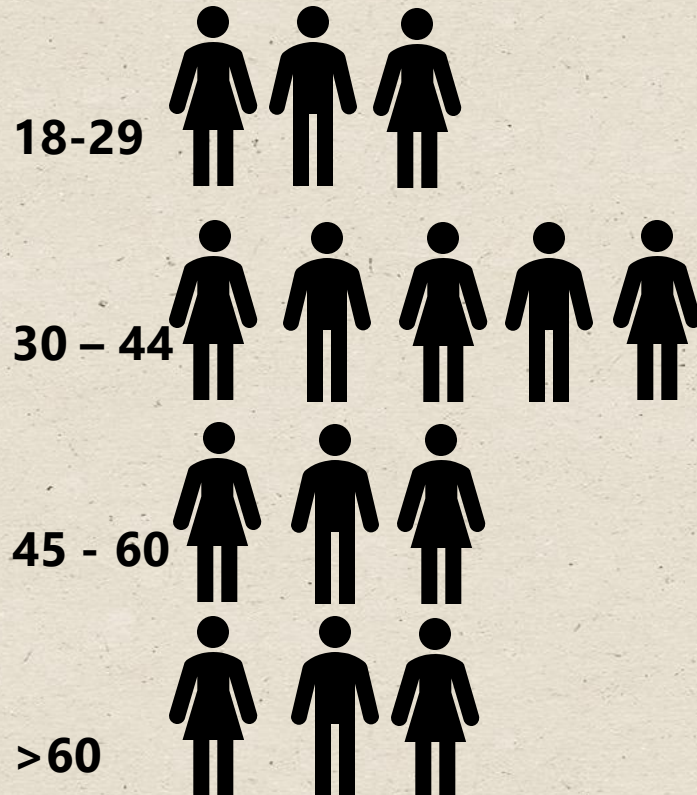
Deep Listening – Research Insights

1,410 Participants



3 Barriers to listening

Age Distribution



The Four Villains of Listening



Dramatic

Key Themes

It's all about them
They make you feel unimportant
Listen intently for drama and conflict

They hear and see

"It's frustrating when you tell someone something about yourself and they respond with something about themselves. They are focused on self not me."

You notice yourself

Listening for emotion
Caring about the relationships in their story
Showing more empathy for the speaker

Tips

Ask them to tell you more



Interrupting

Jump in
Talk over
Don't allow pause

"Interrupting when I am speaking. Eager to finish the sentence but does so incorrectly"

They need to speak faster
Eager to get to the punch line
Struggle with pauses and silence

Count to 3 before you speak



Lost

Distracted
Not paying attention
Asks you to repeat

"You can see they are focused on another task in their mind."

"They are more than likely distracted by their phone or other device"

Arriving present for the discussion
Staying focused
Distracted by what they are saying

Remove electronic devices



Shrewd

Solving your problems
Pretending to listen
Assume they know

"When they pretend to be listening they try to pretend as if they are hearing you with affirmative actions such as nodding or saying "mhm", when really you can see they are focused on solving"

Anticipating what they are going to say next
Getting out of my own head
Solving their problem

Notice what they say AND notice how they say it

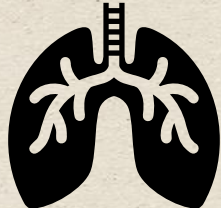
Three Barriers to Listening

Before

During

After

Body



Attention



Next



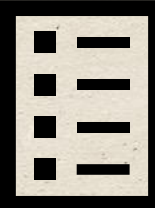
Mind



Focus



Action



Device



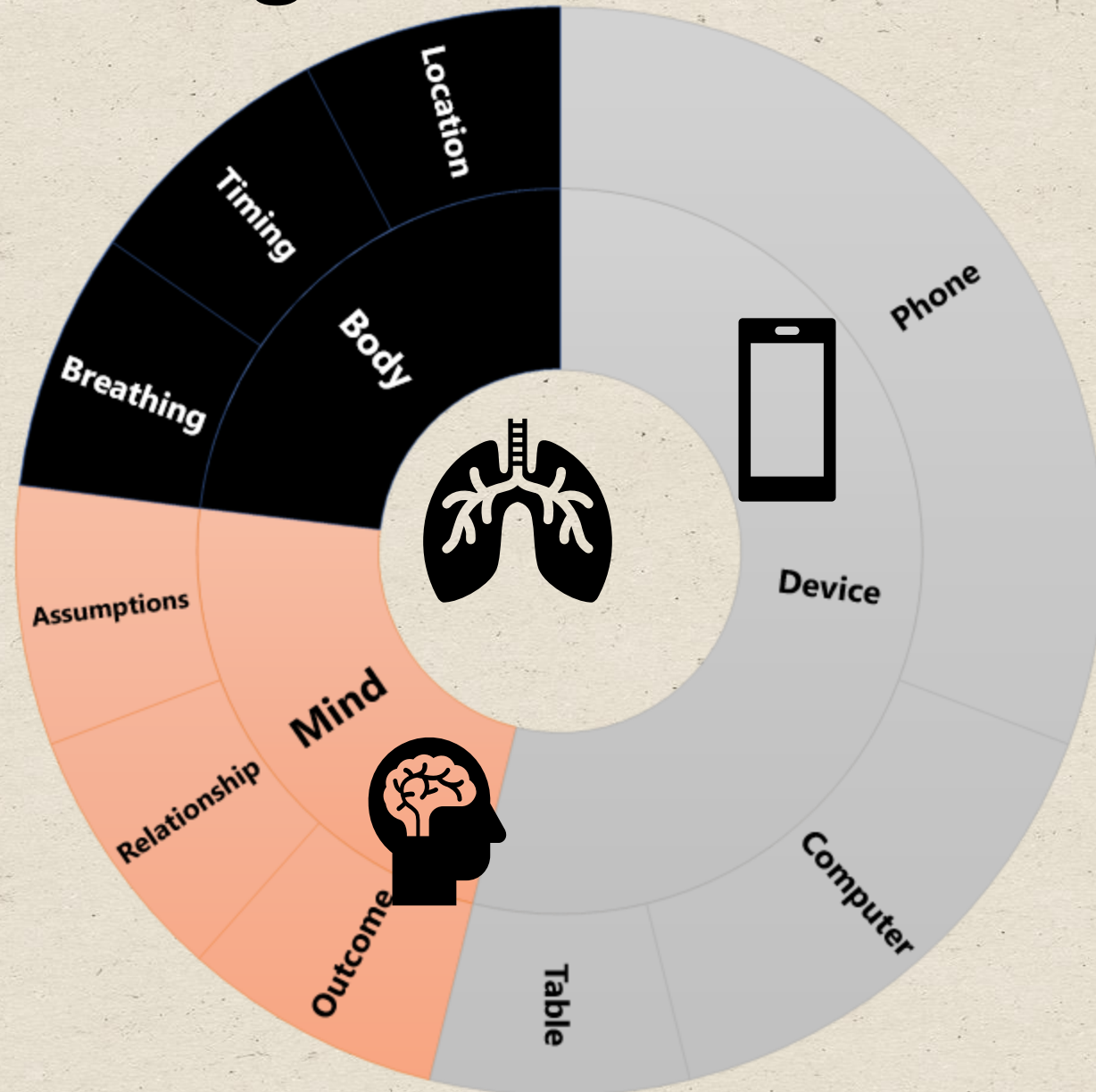
Distraction



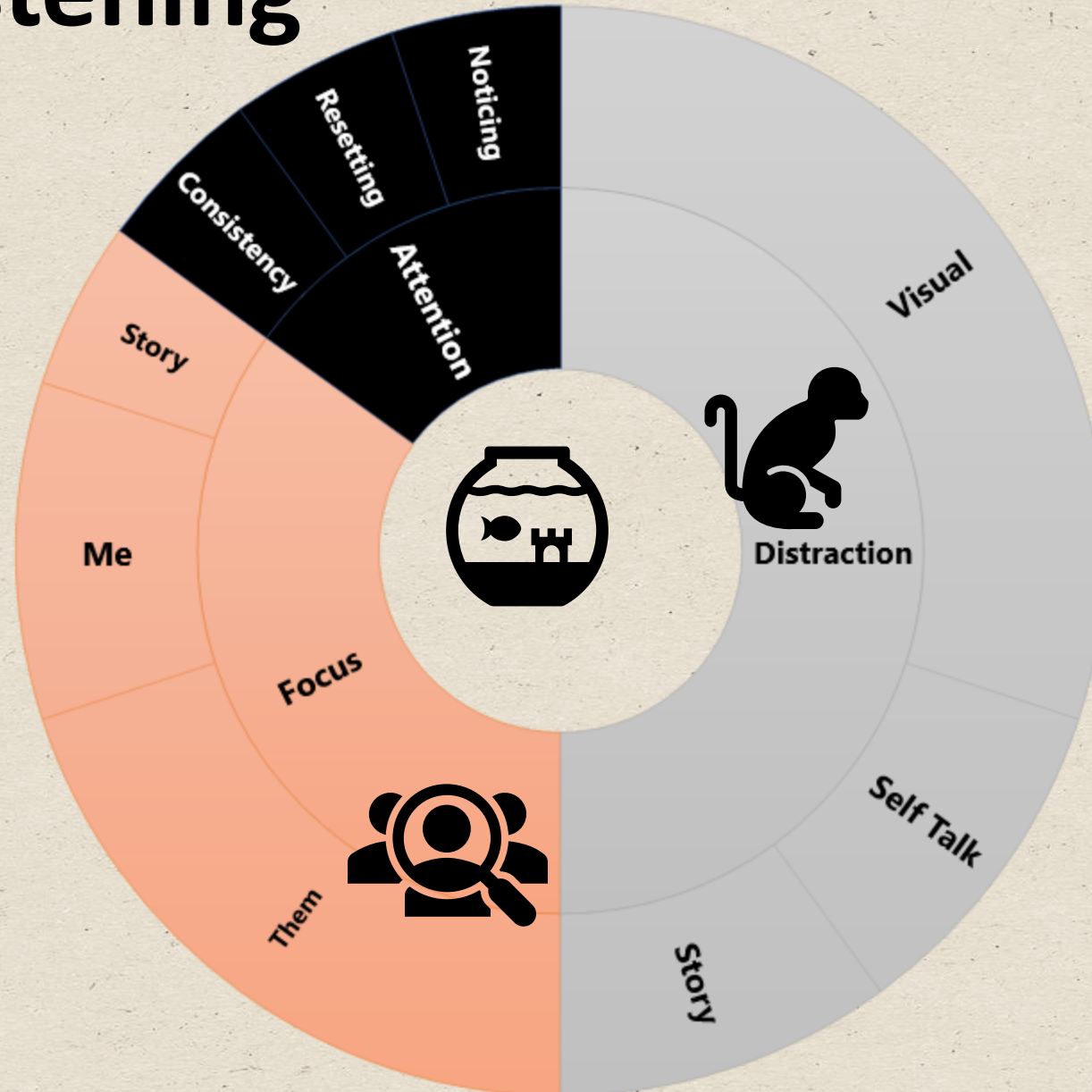
Progress



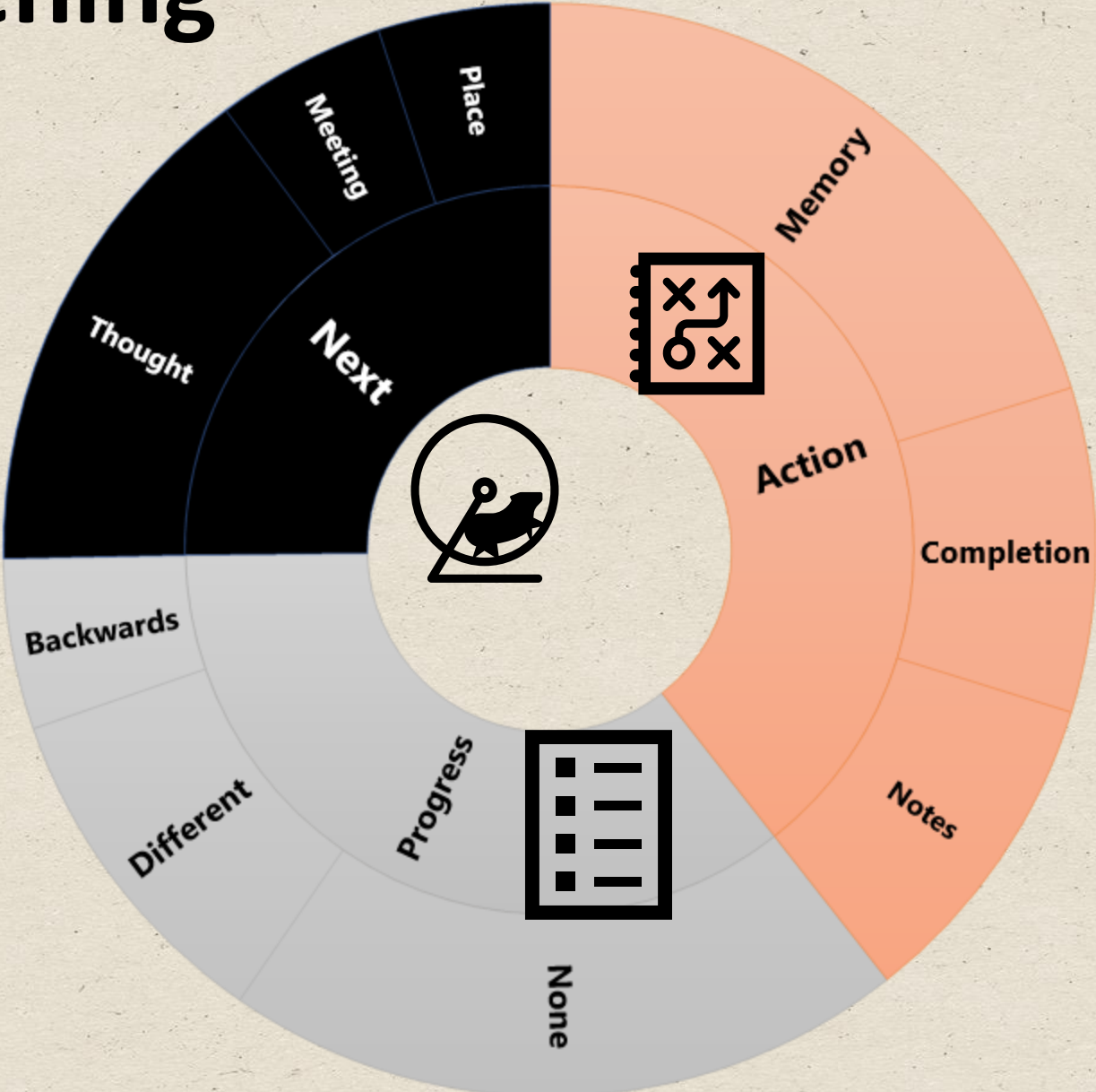
Before listening commences



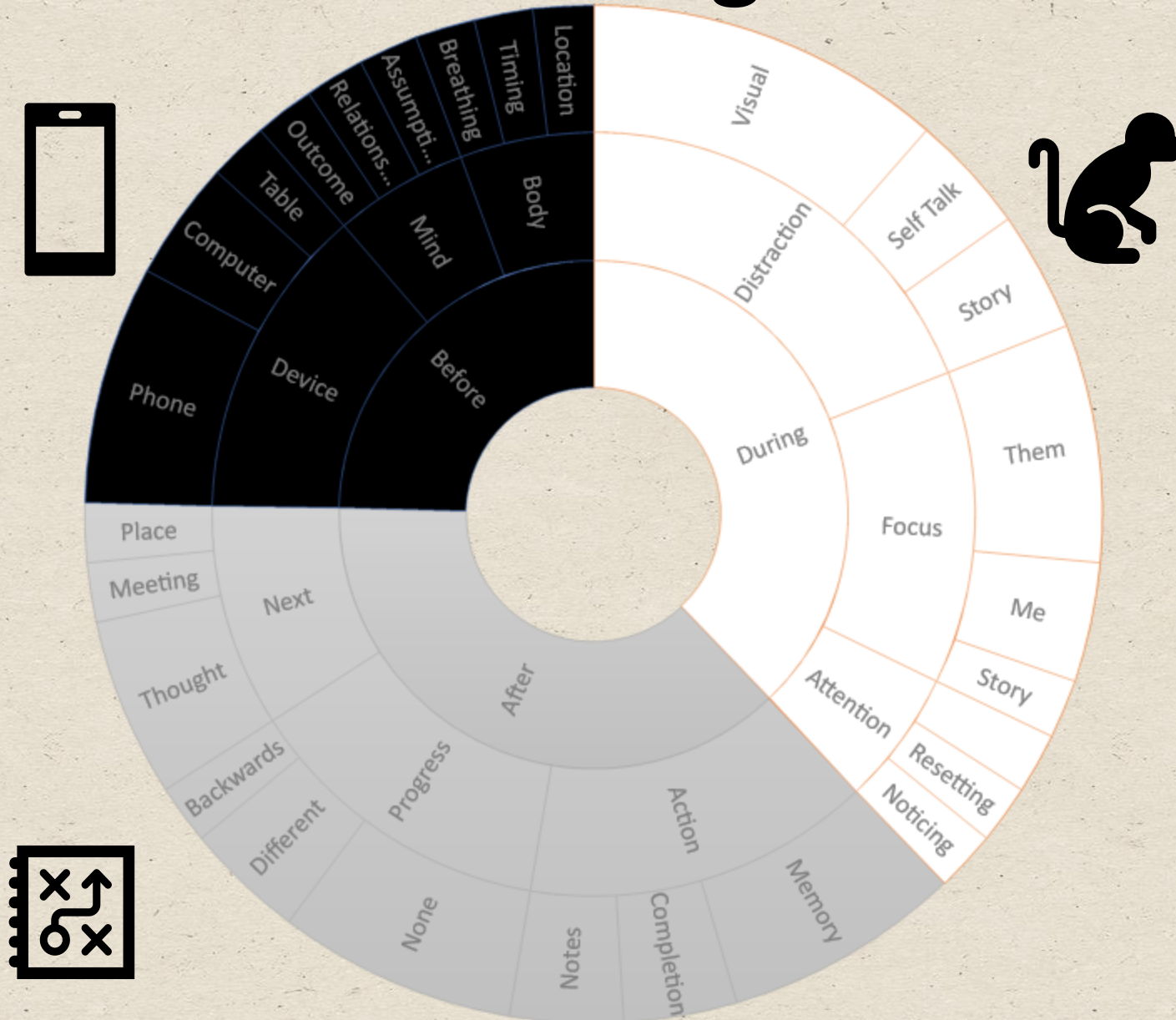
During listening



After listening



Three Barriers to Listening



Some tips

Tip #1 – Listening starts before you are in front of the speaker. Remove distractions like phones (switch into flight mode) for the duration of the discussion.

Tip #2 – Timing matters. The right discussion at the wrong time is worse than not having the conversation. Ask yourself (and possibly the speaker), ***“Is now the right time for this discussion?”***

Tip #3 – Location. Where you have the discussion and where you sit during the discussion helps with listening. A quiet room, a coffee shop, a walk in the park or any where else rather than your regular location will change the dynamics of the discussion. No location is right or wrong – consider what’s appropriate and productive. Consider sitting on the same side of the table rather than the opposite side.

Tip #4 – Eye contact, don’t stare Making eye contact will help you with focus and reduce your visual distractions. A side benefit of eye contact, your ears and theirs are at a similar level. This will improve your hearing and theirs. Maintain your eye contact on their face, move from their eyes to their cheeks and mouth, then back to their eyes.

Tip #5 – Pause, notice your breathing and theirs. If you interrupt, breathe through the count of one, two and three when they pause. This will help you with focus and let them finish their sentence.

An invitation to explore a different perspective

During the 20th century, the world learned how to speak more effectively. In the 21st century, listening is the skill that will separate conflict, confusion and chaos from the rest.

What do you have to lose?

1. [Listen to the Apple Award Winning - Deep Listening Podcast](#) - Learn from personal and professional listening experts who provide practical listening tips .
2. [Read the Deep Listening Book](#) – A practical guide to improving your listening skills.
3. [Play with the Deep Listening Playing Cards](#) – A hands on way to improve your listening skills over 50 weeks with one card per week.
4. Join the [Deep Listening Facebook Community](#) – Learn from others about how they are moving from unconscious and erratic listening to deep and powerful listeners.

Acknowledgement

A big shout out and thank you to the people who chose to participate in the study.

Your feedback has been heard and we are listening and acting on what you told us.

We have adjusted the design of our podcast, playing cards, training exercises, our keynote speaking, three upcoming online courses, the next books in the Deep Listening series and our newsletters.

Informed by the research feedback, we have taken more time to expand Level 1 and Level 2 content and help you to notice which Listening Villain you are faster.

A huge thank you to Heidi Martin and team at Audience Instinct. They crushed the numbers and help us listen to your meaning. Heidi was a great role model for Level 4 (Listening for the Unsaid) and Level 5 (Listening for Meaning) throughout this project.

Heidi listened deeply to what was asked for whilst noticing what we didn't say during the briefing process. Heidi's mind is like a metal detector, noticing patterns and separating the random patterns from insights that matter.