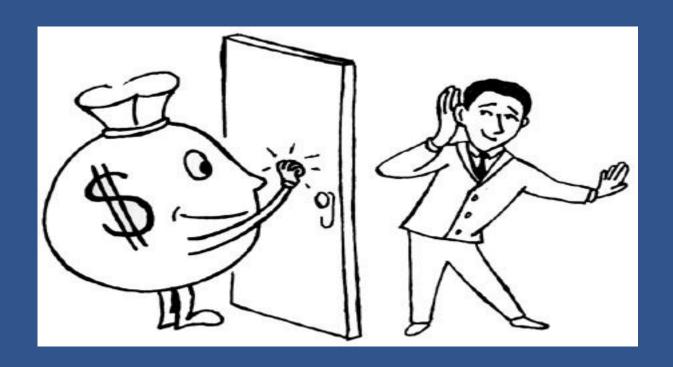
LISTENING SKILL



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Communication Skill

- Estimated that 70% of all disputes/ problems in and out of office / profession are due to improper communication, suppressed communication, and ineffective listening.
- Impact:
- i. Misunderstanding -Poor decisions missing great ideas
- ii. Costly mistakes adverse growth
- iii. Deteiroration of relationship disengagement
- iv. Frustration & negativity
- v. Missed opportunity of making a difference

Possible Solution?

- I assumed till 1995 that I listen very well.
- Ask yourself whether you actually listen? Evaluate [next slide] be aware take a test online mindtools ++
- Visualise/ Imagine if you were able to listen and respond wonderfully- what would be the impact [slide on objectives]
- From this positivity What alternatives are possible for me?
- Improve by putting them in action evaluate from time to time.
- Rededicate if needed

Indication of Lack of Listening - Profession

- Judging other person as the conversation is going on
- Interrupting Assuming and presuming what is sought to be conveyed
- Checking mobile/ mail during conversation
- Other distracting alternatives taking call/talking to others, drinking of water, etc.
- Not putting on video in a VC
- Not taking notes
- No eye contact with other side
- Not bothering to ask proper questions asking leading questions
- Only focusing on the spoken word rather than the underlying emotions/ feelings
- After conversation not implementing agreeable suggestions

Listening for Agile, Mindful Leaders - Objectives

- Come from how I would like to be listened to?
- To understand clearly what others are saying
- To understand their preferences
- To establish rapport/ trust identify the unsaid
- To demonstrate concern, care & compassion
- To respond with appropriate questions
- To fulfil the other persons need for information/ advice/ guidance/ support/ creativity
- To solve the problem at hand
- To enjoy the interaction while learning
- To have better relationship with Clients, Staff, Family

How to Listen Actively [empathetically]?

- Prepare & get rid of all potentially disturbing work before meeting
- Welcome professionally with courtesy. Warmth greeting & water
- Undivided attention
- ✓ Look directly eye contact even in VC
- ✓ Open, inviting body language
- ✓ Open mind no decision on speaker, no rehearsing reply, no conclusion on matter
- ✓ No contradiction can make notes
- ✓ Open end questions, Why- why not? Paraphrasing to get clarity in break
- ✓ Respectful acknowledge their domain knowledge
- ✓ No use of mobile or taking calls, someone walking in
- ✓ Do not interrupt
- Humility / compassion personified how I can help attitude focus on emotions

THANK YOU

FOR YOUR GENEROUS LISTENING.

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Start Listening Actively -Empower The leader within

