

# 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:***
  - Misunderstanding -Poor decisions – missing great ideas*
  - Costly mistakes – adverse growth*
  - Deteiroration of relationship - disengagement*
  - Frustration & negativity*
  - 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***

