

YAMHILL COUNTY
HUMAN RESOURCE ASSOCIATION

YCHRA

YAMHILL COUNTY HUMAN RESOURCE ASSOCIATION

CERTIFICATE OF COMPLETION AND ATTENDANCE

Listening Intently and Speaking Clearly

PRESENTED BY

Erick Kountz – Positively Twisted

February 8, 2018

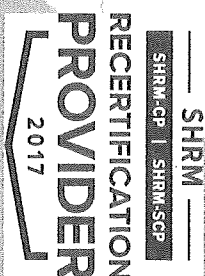
Linfield College

Attendee

Paul Swan
YCHRA Representative

YCHRA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM

Activity ID: 18-3JS6P



Yamhill County Human Resource Association

February Meeting Announcement

Date & Time: **February 8, 2018, 7:45am – 9:30am**
 7:45 am – 8:00 am Registration & Networking
 8:00 am – 9:30 Program

Location: Linfield College, **Riley Campus Center, Room 201** (see attached map)

Price: FREE

RSVP: rebecca@westhillshealthcare.com
 Please RSVP (if possible) by February 2nd, 2018

Program Description: "Listening Intently and Speaking Clearly"

Speaker: Erick Kountz

There is a classic TV ad phrase that went, "When E.F. Hutton talks, people listen." Though it made for a memorable tag line, the brokerage firm actually went broke in the 80's proving no matter who you are, people don't listen for long.

Think about it. How many times have you caught yourself daydreaming during a casual conversation with someone? Can you recall the bit of panic you felt when you realized you hadn't really heard a word? Or maybe you're one of the many who only listen long enough to interject and can get back to talking about themselves. I think it's fair to say that we've all done this stuff, but some make a lifestyle out of it!

And what about expressing yourself? Do you use your words for good or do you use them stir the pot, create chaos, or manipulate others? Perhaps you have mastered being cool to others but wish that you could speak up or better articulate your needs? Have you ever walked away from a conversation feeling frustrated that it went badly or feel that you spoke with zero confidence?

This class will explore how listening with intent and speaking with clarity can make the difference between creating successful working relationships and creating career confusion. Come join us to learn how assertive listening and clear communication can create stronger partnerships for you and your customers.

Attendees will:

- Practice listening intently to acknowledge the feelings behind words
- Create statements that acknowledge feelings
- Discuss what stops people from clearly communicating
- Develop confidence and communication solutions
- Practice building communication bridges to create higher functioning teams

About the speaker:

Erick Kountz — Training and Development Specialist

Erick Kountz is a training and development specialist. His skills include training, facilitating, hosting, writing, and making education engaging. He refers to his creative trainings as "edutainment" and is currently helping various state agencies and private companies achieve their goals using his mischievous motivational techniques. Erick has a bachelor's degree in communications from the University of Portland. In addition to working within the great state of Oregon, he also travels the NW as a motivational speaker and trainer. You can learn more about him and his inspired insanity at his PositivelyTwisted.com website.

erick@positivelytwisted.com

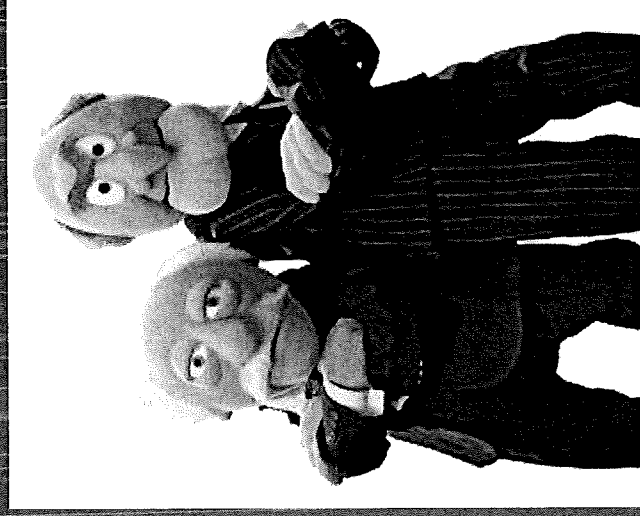


Don't Tell Anybody...

But be thinking of 3 things about you that most
people wouldn't know!

Listening Intently & Speaking Clearly: The Art of Communication

Erick Kountz- Loveable Listener and
Talk-aholic.



• Speak Up to Hear What's Going Down!

- Ground rules
- Participate!
- Be Respectful!
- Sit, Stand, Move Around!
- Phones On Silent!
- Be Open To Learning!
- PG-13!
- Evals!
- Have Fun!
- Anything Else?
- Can we agree on these?

Let Yourself Be Heard!

- Please raise your hand if:

You have ever made a speech

You took a speech or a train the trainer class

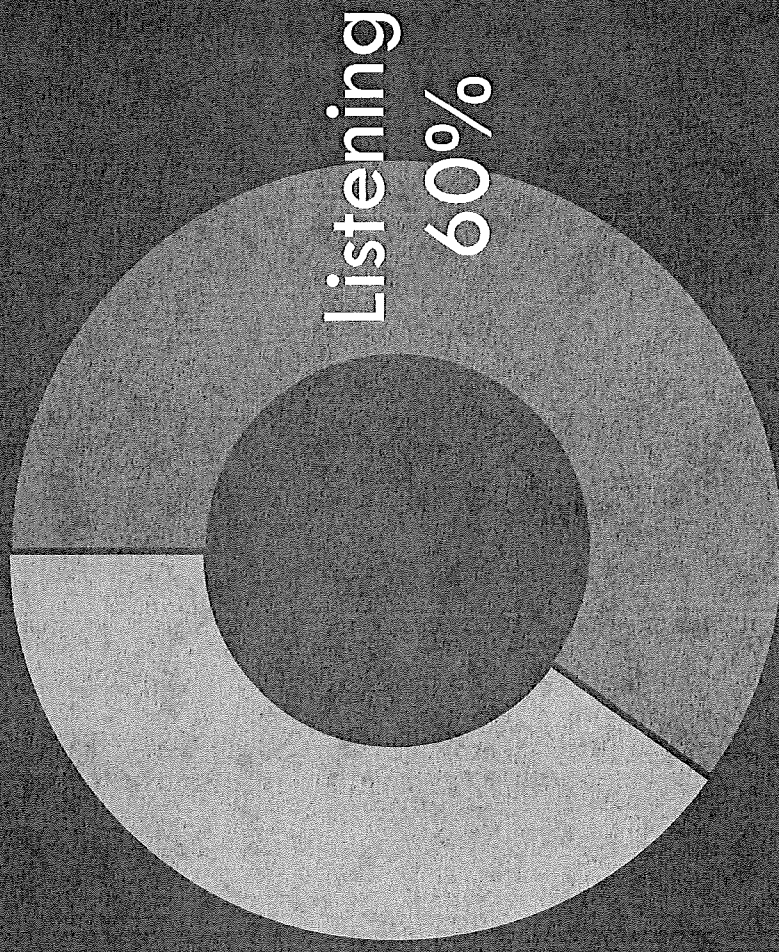
- Now raise your hand if:

You have ever taken a class on listening

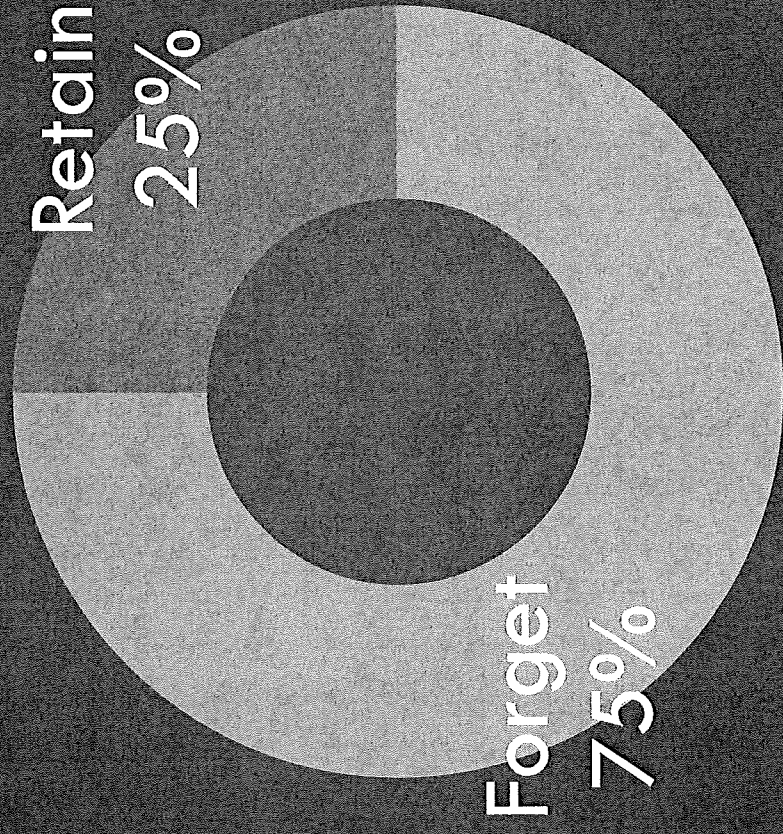
Multiple Personalities

- Think of 3 things about you that most here wouldn't know.
- Grab your name tent and get up to introduce yourself to someone that you're not already pals with. Introduce yourself, exchange name tents, and state your "3-Things." You have 30 seconds each.
- After you listen to your partner's "3-things," take their name tent and go meet someone else.
- But this time, please share the "3-Things" you just learned from the person whose tent you're holding. After you both meet, greet and exchange, go find someone else. Again, 30 seconds each.
- Repeat this process until I say stop.

Can You Hear Me Now?



(Less Than) Total Recall



We're Losing Our Listening!

- We once had to listen to survive and capture knowledge.
- We had oral history, but no written language.
- For thousands years more, those who could write were the minority.

We're Losing Our Listening!

- Modern age brought radio, movies, TV
- Now it's cable, streaming, tablets and smart phones!
- All going on simultaneously within our VERY loud society
- We hear everything but actively listen to very little

Modern Listening Concerns

- Facebook and Twitter are hugely popular sources for news but they are also very divisive
- Fox News- CNBC- CNN- Bias?
- Do we take the time to investigate or do we simply buy into whatever fits our narrative?
- What happens when we only get part of the story?
- Does modern media also influence how we listen? How often do you hear a bit of work rumors/scandalous talk and accept it as truth?

Media and Social Media

Revealed!

Exposed!

Caught
On Tape!

Scandal!

Sensation!

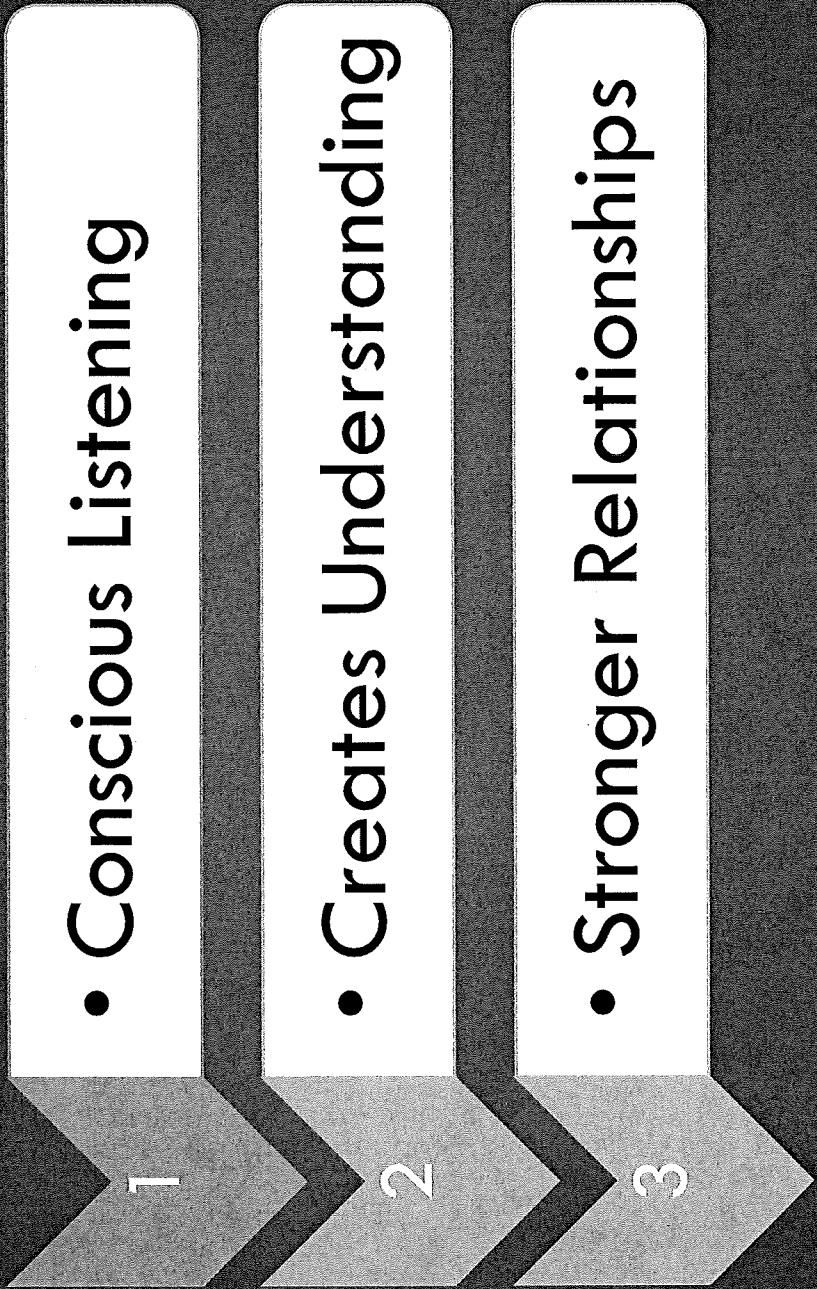
Shock!

Lies!

Don't Feed The Bias

We all listen through our own filters.

- Culture
- Language
- Values
- Beliefs
- Expectations
- Intentions
- Attitude



• Conscious Listening

• Creates Understanding

• Stronger Relationships

Listening Positions

Active | Passive

Reductive | Expansive

Critical | Empathetic



Listening Positions

- Julian Treasure - Sound expert and author of "Sound Business"
- Do we see important conversations as opportunities to give our opinion? Are your "conversations" too one-sided?
- If we aren't listening, are we surprised that people are less willing to share?
- Be more flexible and use Listening Positions to help you decide how to react.
- Use them like a tuning dial, not an "on/off" switch.

Active / Passive Listening

Active Listening:

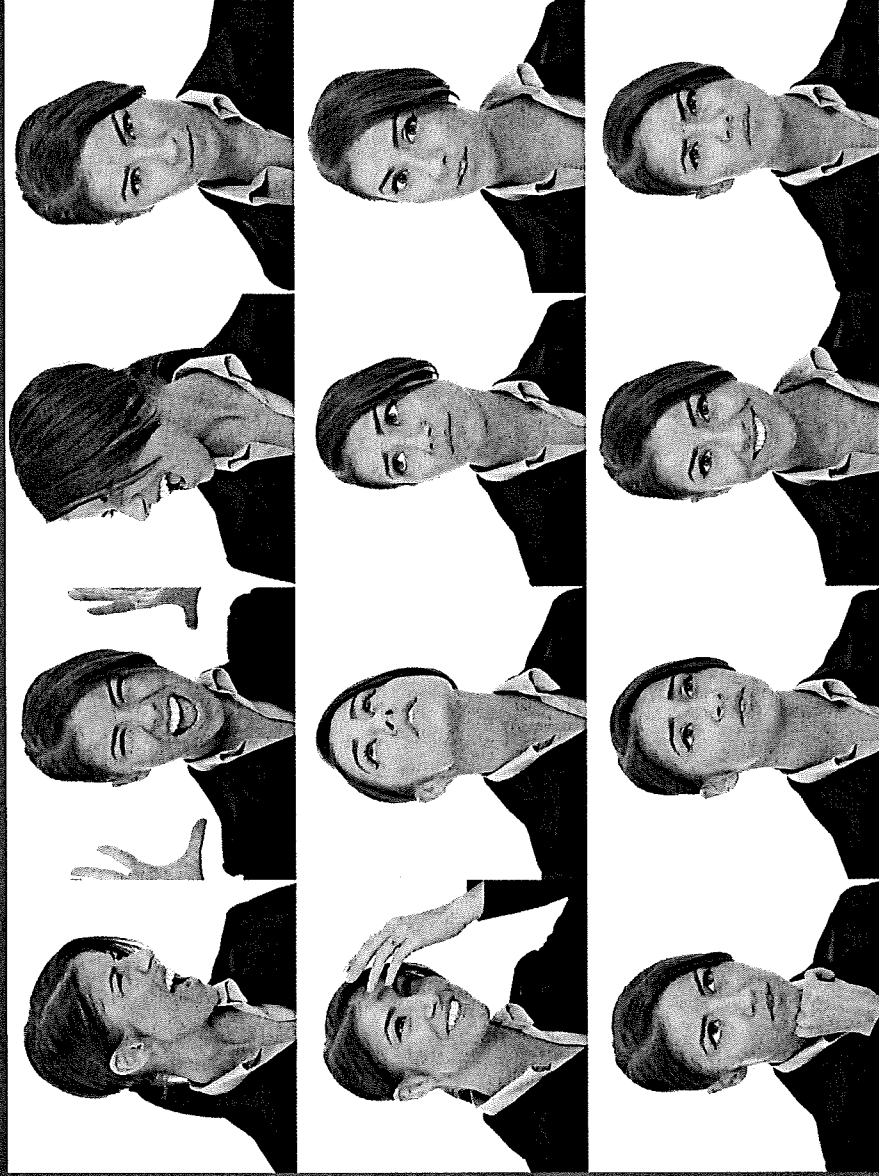
- Receive
- Appreciate
- Summarize
- Ask

Passive Listening is when you are listening to music or watching TV

Listen and Focus

- Pick a table partner. Choose who will talk and who will listen.
- Choose a topic to talk about a topic for 2 minutes. Choose something easy like favorite hobby or movie!
- If you are the listener, **don't speak, nod, or move.** **Just listen quietly. Focus.**
- When the story is over, don't debate, agree, or disagree. Just summarize what you each heard.
- Silently switch roles and repeat process.
- If time allows, let everyone have a chance to speak/listen if you are in a group of three or more.

Body Language



Body Language

- What did you notice? Was it difficult?
- What sends a positive message and what sends negative?
- Always be aware that you're sending messages even when you're silent.

Critical / Empathic Listening

Critical Listening:

- Listens to evaluate
- Measures value
- Separates fact from fiction
- Forms our own opinion of what we hear
- Use for interviewing, debates, lectures, or problem solving

Critical / Empathic Listening

Empathic Listening:

- Supports speaker's feelings
- Allows speaker to feel safe, open up, and share freely
- Show speaker that he or she is valued and respected
- Use when someone needs to be heard

Reductive / Expansive Listening

Reductive Listening:

- Listening for the bottom line
- It's results oriented and wants speaker to "get to the point"
- While this is an important tool, it can leave the speaker feeling frustrated or unappreciated if noticed
- Use when you need direction, fix a problem, and move on quickly

Reductive / Expansive Listening

Expansive Listening:

- Listening *with* someone
- No agenda, the “auditory journey” is the point
- Creates trust and goodwill
- Use for brainstorming, creativity, and building bonds between people

Speaking Clearly

- # • The Nail



Can We Talk?

- The human voice is the most powerful sound in the world.
- It can change lives with the words “I love you.”
- Yet that same voice can destroy when used to start a war. Be it personal or world wide conflict.

Speaking With Confidence

- The same confident tone that makes you attractive to your partner will also earn you more respect and authority in the workplace.
- They key is to develop the strong, powerful tone for projecting confidence in any situation.