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The Culture to Engage, The Spirit to Perform The Wright Results' E-Newsletter

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Issue: #10

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To Engage in Listening



Surveys that measure levels of employee engagement reveal a truth: *effective communication from management is a **core** factor in one's engagement.*

I offer that **manager who listens** has a significant lead in the communication race. Communicating is not only speaking, sharing, telling. Communicating is hearing, listening, receiving, comprehending what is said by

one's employees.

In some special training I'm taking, I've been introduced to four types of listening:

- **Argumentative Listening:** The listener formulates an argument while another is sharing. The argumentative listener may interrupt in order to make (win) their point.
- **Antagonistic Listening:** The listener begins with a bias against what is being said and opposes what is being shared.
- **Autobiographical Listening:** The listening in which something said triggers an emotion regarding the listener's personal memory. The thoughts of self, one's concerns and stories fill the listener's head, rather than what is being shared.
- **Empathic Listening:** The listener consciously focuses on their "caring" reception of what is being shared.

These are personal listening styles. I won't maintain that each of us has a preferred or more frequent style. It's likely that we bounce back and forth among all of them.

It can help to have labels for listening types. Especially when we know that how we are listening at any given moment can either contribute to or detract from the effectiveness of our communication.

I would add a fifth type of listening, especially relevant to the business setting:

- **Intentional Listening:** The listener holds the sincere intention to hear and comprehend what is being shared. The listener can then offer thought, action, recommendation, feedback, or support to the person speaking.

Would you like to improve your listening? Why not write these 5 words on an index card: ***argumentative, antagonistic, autobiographical, empathic, intentional.***

If you ever need to remind yourself to listen with empathy or with intention (rather than any of the less favorable three styles), the card will serve you.

LISTEN Audio Conference

In this **90 minute audio conference** you will experience

- 5 Ways to Improve Your Listening Skills
- 6 Tips Proven to Help You Recall What You've Listened to
- 3 Tactics to "Help" Others Hear What You Say
- 3 Techniques to Make Listening Standard Operating Procedure at Team Meetings

When: Thursday, April 24, 4 p.m. EDT

Cost: \$97

Savings: **\$67** if you register by **March 21**
\$77 if you register by **March 28**
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Register **before March 21** and you'll receive a **CD of the audio conference** for future review and reference.

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Join Me at "Culture to Engage"

My [Culture to Engage](#) blog now has more than 60 postings in archives. And I'm energized to add 3 postings a week. The blog offers information specifically about employee engagement: how to engage your employees, how to keep them engaged, how to build the basic culture, how to engage whole teams, and much more.

It's packed with tips, research, information resources, and more. Every posting is a quick-and-easy read!

AND IT IS FREE.

Click here to visit [Culture to Engage.](#)

Early March has given me the chance to do lots of what I love: work with people, share ideas about employee engagement, and explore new ways to get that information out to the world.

I've worked with a clinic in North Central Texas, a hospital "way up" in the Panhandle, a national audience of Human Resources professionals, and more.

I've been writing more than ever. Reading at a record pace. And learning from listening to what people say. Can it get any better?! When it does, I'll let you know!

With best intentions,



Timothy Wright
Wright Results, Inc.



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