

COMMUNICATION SERIES



Presented by *Les Hill, CMT, CHC*
Executive Training Coach

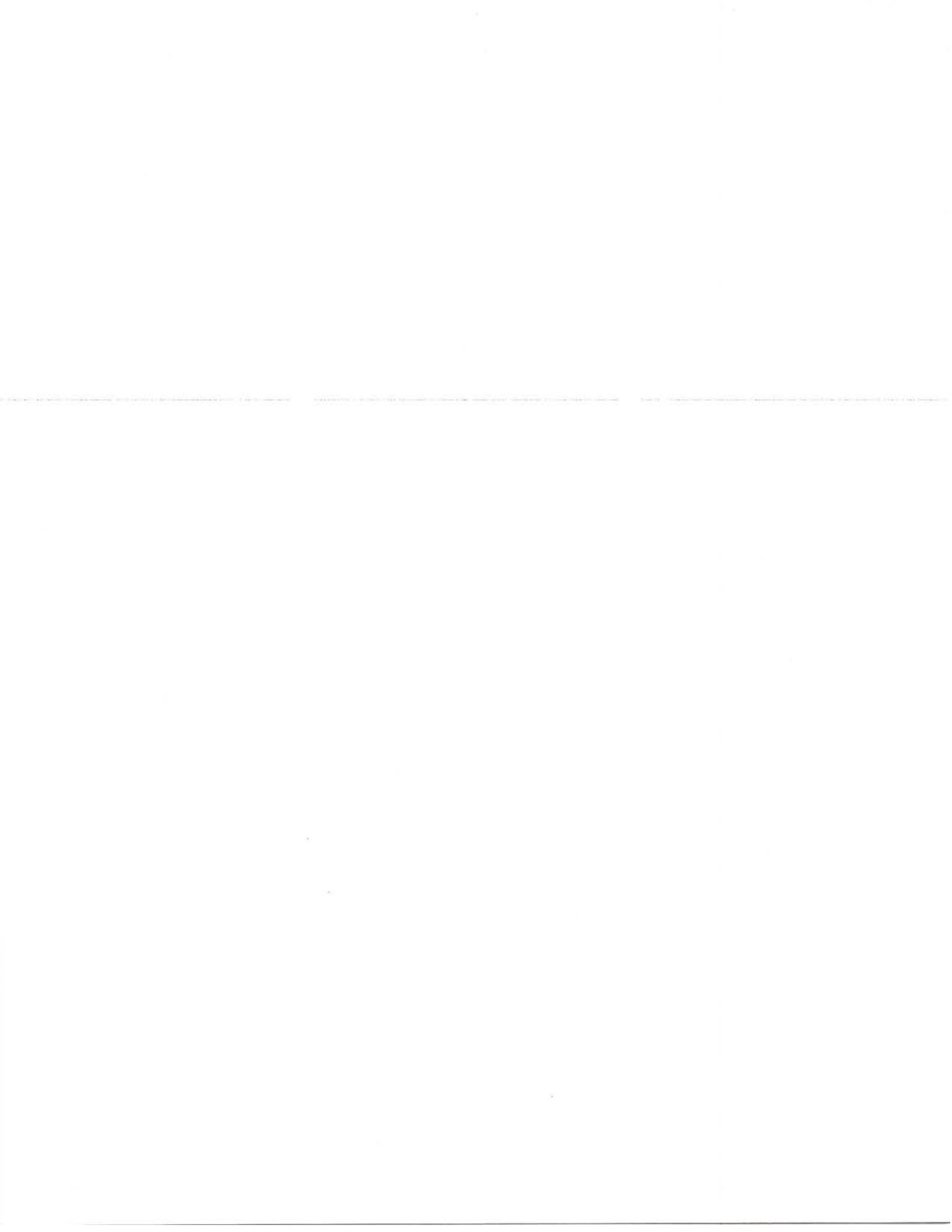
Communicating More
...with Les

COMMUNICATION SERIES



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Why are you waiting
to begin your life?

Listen to the knocking at the door of your own heart.
(It has only become faint because
you have not yet answered.)

Wake up,
you have slept long enough. Wake up!
tomorrow may be too late.

When you finally dare open
the door
your life will begin arriving,
(cautiously at first),

unbelieving, that the gate,
so long locked against the tide
has finally been opened.

Then, with swells of neglected dreams,
Then, with waves of joyful revelation,
the sea will follow.

You will be swept by the full and magnificent tide
of your own longing.

The sea will follow.

This, no one else can give you.
This, no one else can claim for you.

As you listen to the knocking at the door of your own heart,
You will be swept by the full and magnificent tide
of your own longing.

The sea will follow.

-- Rumi (adapted)

LISTENING

Listening is often confused with hearing. While hearing is a biological process that can be scientifically explained, **listening** is a psychological phenomenon. Psychological because it requires internal contextual contemplation of the sound waves! This internalization requires the use of social connotation which implies bias.

According to philosopher Roland Barthes, listening can be understood on three levels: alerting, deciphering, and an understanding. An understanding of how the sound is produced and how the sound affects the listener. Each of us was “programmed” as children in our Nuclear Family and environment. With this programming came all of the nuances, biases and preconceived notions that have been “*listened*” throughout the generations.

BEGIN INTERACTION:

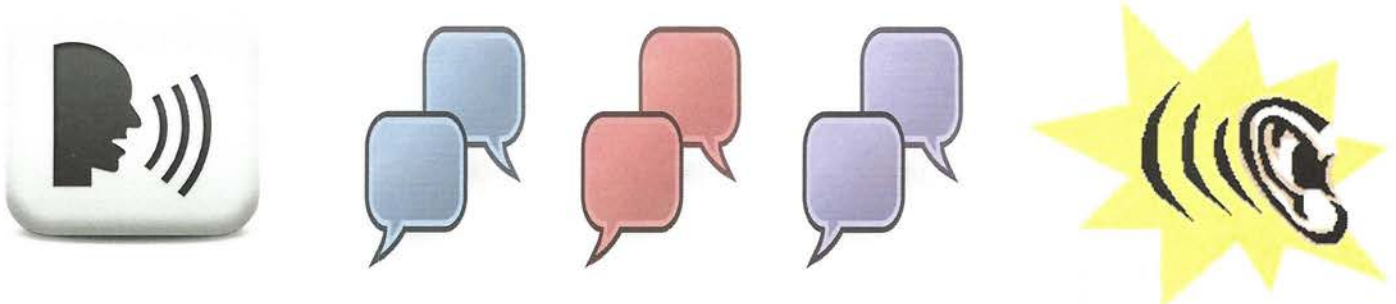
1. Telephone Exercise

example one: The lawyer next door gave me a really great tip about plumbing

example two: Doctor Blue was working with Nurse Joan on a tough surgical procedure

2. **Listening through filters of life** is a concept where you are *actually not* hearing in your brain what people are *actually saying*. You are hearing an interpretation that is made by your brain for the words, noises and nuances that are being spoken through all of the listening that you have learned in your lifetime to that point. Thus, in a diagram it would look like:

Speaking → Past 1 filter → Past 2 filter → Past 3 filter → etc. Listening



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3. **Active listening** is a communication technique that requires the listener to feed back what they hear to the speaker, by way of re-stating or paraphrasing what they have heard in their own words, to confirm what they have heard and moreover, to confirm the understanding of both parties.

When interacting, people often "wait to speak" rather than listening attentively. There are many opinions on what is "active listening". A search of the term reveals interpretations of the "activity" including "interpreting body language" or focusing on something other than or in addition to words. They might also be distracted. Active listening is a structured way of listening and responding to others, focusing attention on the "function" of communicating objectively as opposed to focusing on "forms" (passive expression or subjectivity).

Successful communication is the establishment of common ground between two people. Understanding fundamentally a basic level of foundational words between them. Agreeing to disagree is common ground. Common ground can be false, i.e., a person says they feel a certain way but they do not. (*This falsehood needs to be distinguished*). Once accepted as "understood dialogue" understanding and progress can only arise from that common ground. That common ground cannot be established without respect for the words as spoken by the speaker, for whatever reason.

In summary, the essence of active listening is as simple as it is effective: paraphrasing the speakers' words back to them, as a question, might be one method. There is little room for assumption or interpretation. It is functional, mechanical and leaves little doubt as to what is meant by what is said. The process is successful if the person receiving the information gives feedback which shows understanding for meaning.

Suspending one's own frame of reference, suspending judgment and avoiding other internal mental activities are important to fully attend to the speaker thus able to listen powerfully.



BEING PRESENT



*Do not dwell in the past; do not dream of the future,
concentrate the mind on the present moment.*

~ Buddha



*Yesterday's the past, tomorrow's the future, but today is a gift.
That's why it's called the present.*

~ Bil Keane



*With the past I have nothing to do; nor with the future.
I live now.*

~ Ralph Waldo Emerson



Read more

<http://www.brainyquote.com/quotes/keywords/present.html#KaOlwEmMLqDbgygE.99>

1. SCREENAGERS



2. Eye Contact

3. Body Positioning (to be continued in the Body Language Section)

4. Interactive Listening

5. Living in the **NOW** with the Conversation

6. Your Schedule • Time – Clock Watcher



REVIEW:

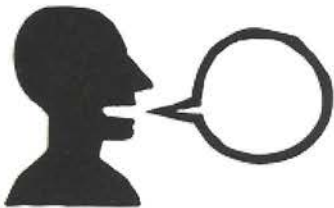
LISTENING

1. HEARING
2. ACTIVE LISTENING

BEING PRESENT

1. SCREENAGERS
2. EYE CONTACT
3. BODY POSITIONING
4. INTERACTIVE LISTENING
5. LIVING IN THE NOW WITH THE CONVERSATION
6. YOUR SCHEDULE – TIME – CLOCK WATCHING

SPEAKING!



Dictionary definition:

speaking

[spee-king] Show IPA

noun

1. the act, utterance, or discourse of a person who speaks.
2. **speaking**s, literary works composed for recitation, as ancient bardic poetry; oral literature.

adjective

3. that speaks.
4. used in, suited to, or involving speaking or talking: *the speaking voice*.
5. of or pertaining to declamation.
6. giving information as if by speech: *a speaking proof of a thing*.
7. highly expressive: *speaking eyes*.

1. Starting – Creating a Clearing > NO “So”

2. Attentive to Audience – Phone, Video or IN Person

3. Um’s Ah’s, So a needle pulling thread etc...

4. You Know – *No I don’t that is why you are here*

5. Volume & Cadence
 - a. Why Quiet
 - b. Why Loud?
 - c. Fast
 - d. Slow

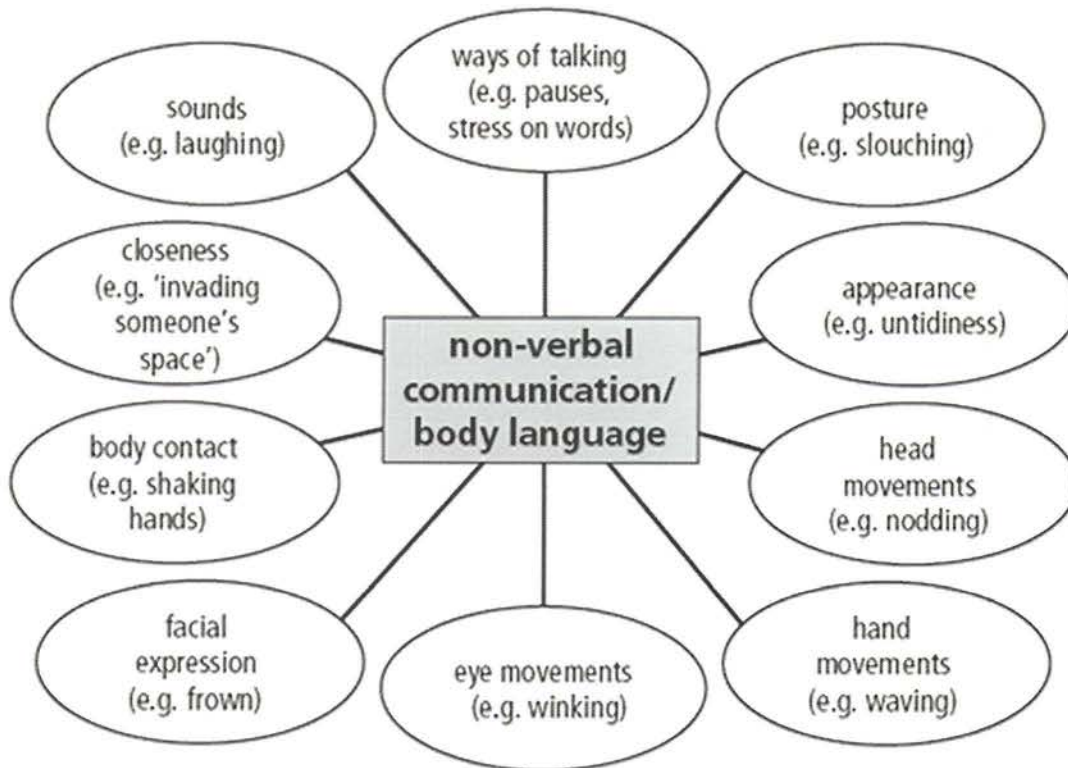
6. Moving Around When in Person – Meetings etc... - Being in the Audience

7. Questions for Audience – Phone or In Person to Check if Listening?

BODY LANGUAGE



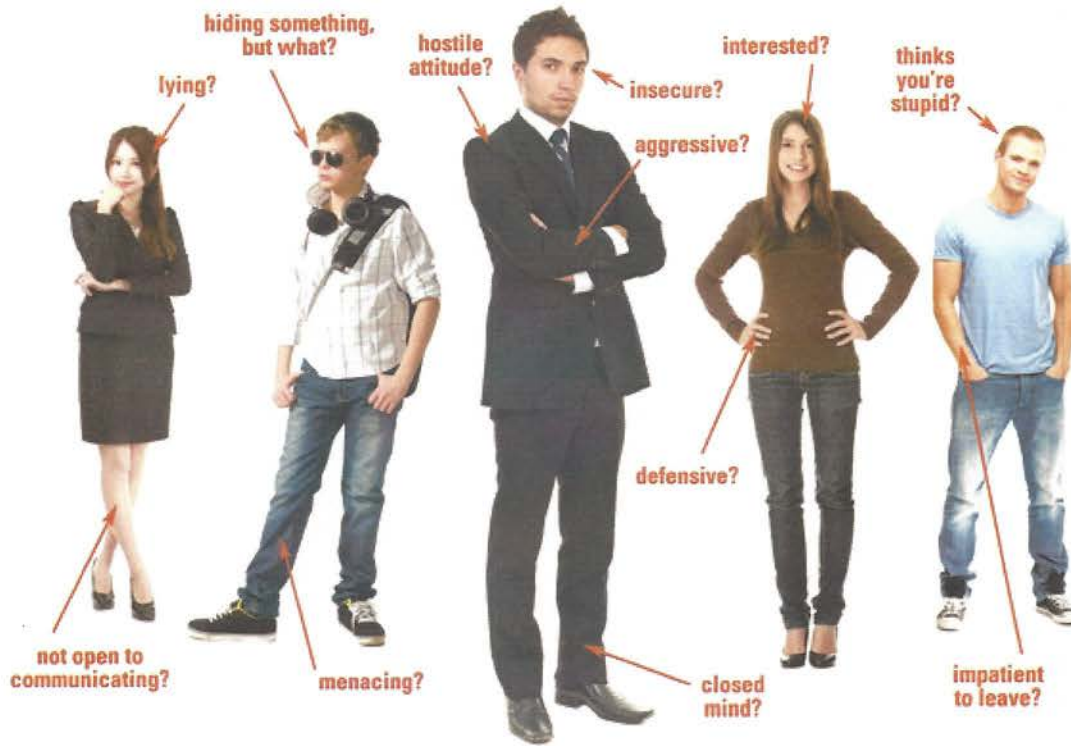
1. 85-95% of our communication is non-verbal
2. Demonstrate crossed arms and legs
3. Body Energy - Chi



Notes:

Below you will see pictures that portray a few body expressions, or lack thereof, being communicated by various mannerisms such as body positioning and body language. Clothing also plays a part and is a form of body language.

IT'S WHAT YOU **DON'T SAY** THAT COUNTS!



LEARN TO **READ AND INFLUENCE** PEOPLE THROUGH **NONVERBAL COMMUNICATION.**

Notes:

HOW TO:

Clearly there is more than one way to do this and what I am about to share is a way that I have perfected after years of being trained and tested. This way takes away the robotic mimicry and frustration of being copied.

1. Listen and understand first what people are saying
2. Ask questions that have the other person communicate their point of view in a way that you can start to see how they chose to formulate that point of view
3. Be aware of all the first four points; **Listening, Being Present, Speaking and Body Language.**
4. Ask additional questions based on your conclusions/thoughts about where they are at.... Do not assume, it makes an A** of YOU & ME... we call this "Checking In"

Now when you make judgments or assessments, you have a plethora of input to support you.

DEMONSTRATION ----- CLASS Participation

WHY COMMUNICATION?



INTIMACY – IN TO ME YOU SEE



Meet Les Hill

Born in England, as a young lad I was sent to a boarding school for 3 years before moving to France to live with my father and step-mother. While in France I spent my school days on a bus crossing into Switzerland attending a school with kids from all over the world. At the age of 11, my father took a job with a Control Data Corporation and we moved to America. I learned at an early age of the struggles and difficulties involved in dealing with new and different cultures, languages, family relationships and the need to effectively communicate with the people around me.

William Shakespeare wrote, "What's past is prologue"; i.e., the past influences our future.

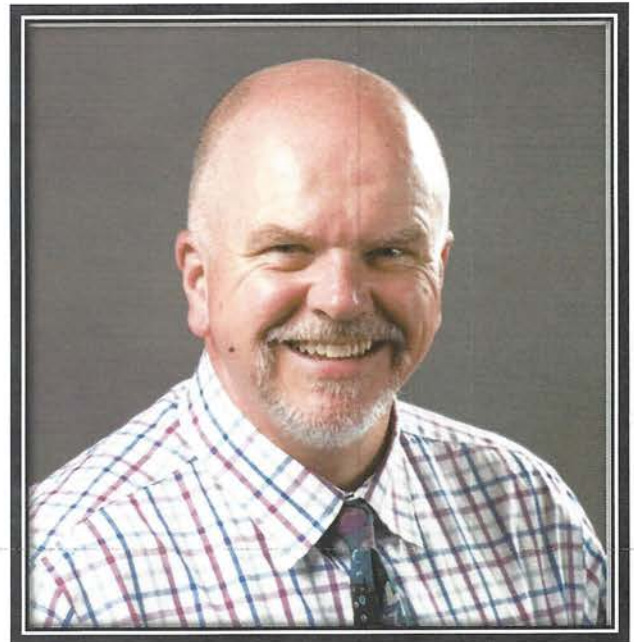
A year after coming to America I got a job as a dishwasher in a restaurant. Being driven and industrious I worked my way up to a cook and then waiter. Through the years I have remained connected to the restaurant world in various ways and positions including that of an owner. I found this world to, once again, provide me with the opportunity to explore different methods and lessons, in the art of communication!

In the intervening years, I went to college, served in the U.S. Army, pursued a 23-year sales career in the wine business and became a certified Sommelier. I was able to use my knowledge and experience to develop unique customer service techniques and assist sales teams in achieving goals and provide stellar service. I also discovered that by combining my knowledge of wine, as it relates to food pairings, provided an opportunity to enhance communication for all the people involved.

"Transforming the world through communication" is my personal motto.

My commitment is to help others realize their untapped potential for improvement. I have lead training and development programs for over six and have coached over five thousand people. I have expertise and experience in designing and implementing entertaining and educational curriculums, for troubleshooting and calming the waters of turbulent situations, and am skilled at helping people create positive results in their professional and personal lives.

I love making a difference in people's lives through communication!



Contact me at **Les is More Coaching** 612-867-0104
www.leshill.info

