



# Interpersonal Communication Listening Skills

## The Agile Bear Coaching Series

6801 185th Ave NE, Suite 200  
Redmond, WA 98052  
solutionsiq.com  
1.800.235.4091

### PREPARED BY

Carl G. Shea  
Director – Managing Consultant  
[Cshea@solutionsiq.com](mailto:Cshea@solutionsiq.com)  
1-201-289-3158

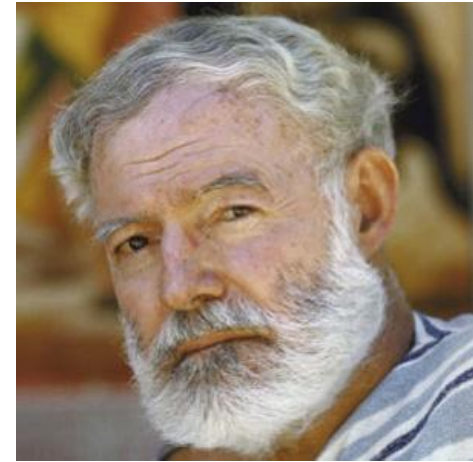


- » What is listening
- » Why are listening skills important
- » What are the three levels of listening
- » Exercise for listening
- » Q&A

# What is listening?

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- » Listening is the ability to accurately receive and interpret messages in the communication process.
- » Listening is key to all effective communication, without the ability to listen effectively messages are easily misunderstood – communication breaks down and the sender of the message can easily become frustrated or irritated.



**“When people talk, listen completely.**

**Most people never listen.”**

**~ Ernest Hemmingway**

# Why is listening important?

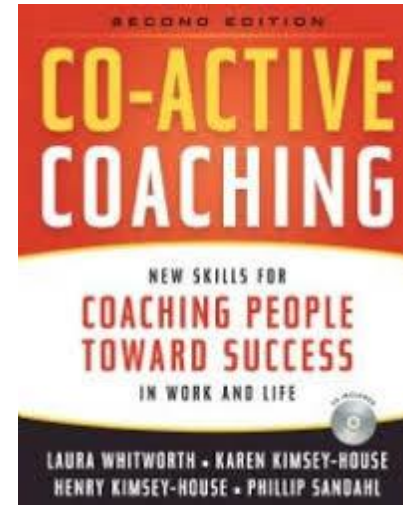
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- » If you actively listen to someone, you achieve :
  - A complete understanding of the sent message
  - The importance of the message being sent
  - Connection with the sender
  - Build trust and create an alliance with the sender
  - Clarity to respond, after the message has been sent



# What are the three levels of listening?

- » Internal Listening
- » Focused Listening
- » Global Listening



Co-Active Coaching: New Skills for Coaching People Toward Success in Work and, Life Paperback – January 10, 2007 By Laura Whitworth (Author), Karen Kimsey-House

# Internal listening

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- » The focus is on self, not really on the speaker, and is characterized by the following:
  - How is the conversation affecting you?
  - What thoughts or feelings are you having in the midst of it?
  - What opinions or reactions are provoked in you as you converse?
  - What are you chomping at the bit to say next?
  - Physical feelings
  - Day dreaming
  - Checking your email/texts

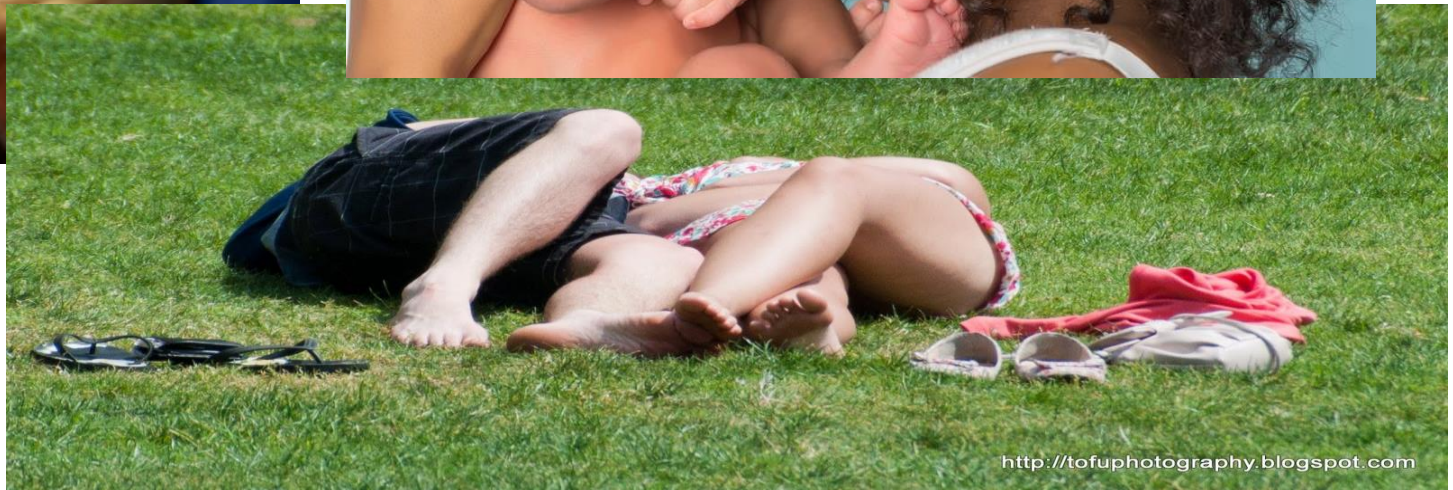
# Internal listening

“Most people do not listen with the intent to understand; they listen with the intent to reply.”





# Focused listening



<http://tofuphotography.blogspot.com>



# Global listening

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- » You begin to notice:
  - Tension or sadness
  - Happiness or lightness
  - That the is conversation flat, or full of significance
  - The speakers emotions and how your emotions begin to blend
  - When something is not being said
  - Swings in mood and attitude



# So when you really listen

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*"So when you are listening to somebody, completely, attentively, then you are listening not only to the words, but also to the feeling of what is being conveyed, to the whole of it, not part of it."*

*Jiddu Krishnamurti*





# Can you listen closely?

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# Q&A

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Carl “The Agile Bear” Shea

Thank you!

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