

## ACTIVE LISTENING

By Everett Bowes

# HEART

*“The ears and the heart are connected, it’s true, for when ears open wide, the heart opens up too.” – Richelle E. Goodrich*

You’ve seen this before; in fact, most of us have even done this... Someone is talking, and then they say, “you’re not listening to me.” You quickly shoot back the last sentence they just said. Ha! You just showed them that you were listening, right?

No. You showed them you “heard” them with your ears, but not with your heart.

The ability to regurgitate the last sentence is not “listening”. The Chinese word “to listen” challenges us to look at the four necessary components of active listening.

The next component in “Ting”, the Chinese word “to listen”, is the symbol for “heart”. When we “listen with our heart” our faces and body \_\_\_\_\_ differently to the words we hear. I mentioned earlier how researchers say 80% of our communication is non-verbal, so when someone is talking, and we are listening with our heart, it is reflected \_\_\_\_\_ in the form of nearly imperceivable expressions. Small changes in the eyes, lips, eyebrows, shoulders, and more... these micro-reactions are the result of \_\_\_\_\_.

I know most business conversations tend to be more information-based than emotionally impacting, but when we listen with our heart our body language resonates with the speaker as if to say “yes”, or “I understand”, or “I agree”, or “the client said what??!”

When we don’t listen with our heart these micro-reactions are \_\_\_\_\_ ... and the person talking can easily feel \_\_\_\_\_.

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### HEART (CONTINUED)

And, just like the other components to listening that we already discussed, you can't fake your way through this one. In fact Raquel Welch said

*"You can't fake listening. It shows."*

To truly listen with your heart you often need to tap into a sense of \_\_\_\_\_ .

Generally speaking you need to be interested in what your coworker is saying. Instead most people don't listen with a sense of interest in \_\_\_\_\_. They listen with an interest in \_\_\_\_\_. Ralph Waldo Emerson said

*"There is a difference between truly listening and waiting for your turn to talk."*

Active Listening, with your heart (or genuine \_\_\_\_\_), is vital, and in the business world it can unlock a whole new level of employee retention, efficiency, output and more.