

THE EXTRA POINT

BY JERRY ROBERTS



1777 Great Listening Makes a Difference – Part 2

Yesterday, we revealed that 96% of individuals believe they are good listeners, yet studies show that people typically retain only about half of what they hear. We discussed key points in becoming a good active listener. You can find that commentary on the Guam Training website, number 1776. I'm Jerry Roberts, and today we talk about an element of listening that you may not be familiar with — and may have never heard of. We're going to go deeper, next on The Extra Point.

As mentioned, today's Extra Point, as well as the first leg of this two-part series is available at guamtraining.com. Click the link "XP" at the top of the menu bar, and look for numbers 1776 and 1777.

While active listening is crucial, a point we made clear yesterday, there is yet another level to this topic. Have you ever heard of "deep listening"?

Deep listening goes a step further with this topic, and by the time we finish you might agree that it's an important step.

The concept was developed by Emily Kasriel, a former reporter for England's BBC, and author of the book by the title of "Deep Listening," this approach emphasizes not just the words being spoken but also the underlying emotions and unspoken elements of communication.

Perk your ears up and actively listen to what comes next.

Deep listening involves being fully present, just like active listening does, but it extends to recognize one's biases. I'll say it again. deep listening extends to take in our biases.

Do you have biases? Do I have biases? You and I are comprised on layer upon layer of biases. Politics, food choices, entertainment, faith, and every other part of life. pick a topic and we'll have an opinion...a bias.

Second question. Do you believe that we listen

through our biases? If I hear you talk about an athlete, actor, singer, or politician, and how you feel that person is the best ever, is it possible I'll be hearing you through biased ears because I don't agree?

Deep listening allows us to acknowledge our biases and hear everything the other person has to say. It gives us the ability to listen to ideas that we might not agree with, and to respect the other individual.

Kasriel notes that deep listening creates greater openness and connection. This may result with us reassessing our own attitudes and beliefs. Even if that doesn't happen, deep listening will prevent us from shutting the other person down, and damaging the relationship.

Unlike active listening, which can sometimes lead to superficial engagement, deep listening encourages a profound understanding of both the speaker's message and their feelings.

This approach is particularly useful in navigating disagreements and connecting with those who hold differing views.

No one has to throw their beliefs away. That being said, deep listening provides a space for genuine curiosity and personal reflection, allowing for more dialogue.

Deep listeners are generally curious people, who ask probing questions that explore the roots of someone's beliefs and experiences.

Look around. We are living in an era marked by polarization and uncertainty. I thought the 1960s was the ultimate example of how divided a nation could be. The 60s was nothing compared to what we're going through now.

Understand your biases and be able to set them aside in order to communicate with others.

(Con't.)

If you have not just the skill for active listening, but also for deep listening, you'll be able to engage in conversations that others can't have, and you'll handle problems that others can't solve.

It's a superpower, and you'll own it.

That's the Extra Point. Be responsible and make something good happen today. For 93.3FM, the Ray Gibson Show, and First Hawaiian Bank, I'm Jerry Roberts.

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