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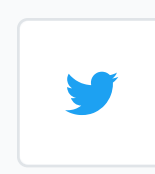
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Jun 25, 2018 Issue #7 - "That sounds nice but do you really mean it?"

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Elizabeth M. Lembke - Chief Talent Navigator (HR Consultant)
@elizabethlembke

"Crowdsourcing, employee participation surveys, open-door policies are commonplace for us - but why don't we get any real feedback from our employees when we ask them?" Hmm... could it be we ask but we are truly willing to listen?

Question: Do we listen with the intent to hear, or the intent to respond?

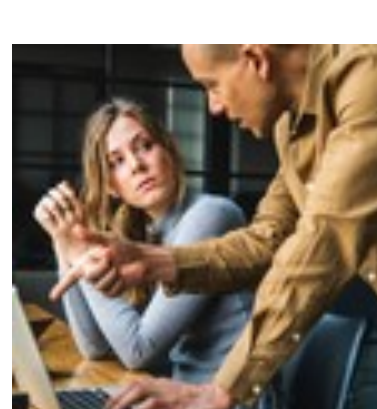
Simple cross-check: Are we willing to change based upon the input we receive? With our questions, are we looking for a collaborative co-creation or a "yes, that is fine" response? Are we asking people actually affected - or just the decision-makers, who are far-removed from the real issue in question?

The cross-checks highlight two extremely different mindsets, and depending, will yield in very different results.

The willingness to truly listen (aka empathic listening) and redesign processes based on the "users" - rather than familiar stakeholders is becoming more and more relevant as we look to how the world of work and business is changing. Listening is a big key to innovation and collaboration. This week's issue hones in on organizational cultures, interpersonal relationships and own sense of self, important for true listening. Everyone benefits if real listening is the intention and practice.

Listening: Why you want to and How To's

You hear me, but are you listening? – Aytekin Tank from jotform.com



A good and quick read. This article has some very practical insights, tips, and advice - for individuals and organizations on how to truly listen - and how that is different from simply hearing. The organizational process at jotform.com is built around Dean Jackson's philosophy that "Listening is an art that requires attention over talent, spirit over ego, others over self."

[medium.com](#)



Tony Salvador: The listening bias I TED@Intel

In this TED, Tony Salvador shares some strategies for being a better listener: to lose preconceptions, to be vulnerable and open to new ideas, and to not be afraid to hear what we'd rather not hear.

[www.ted.com](#)

Empathic Listening: Key to Collaboration & Innovation

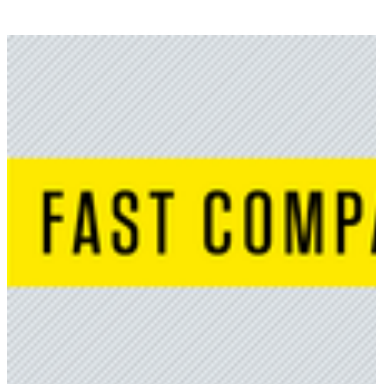
Brené Brown on Empathy - YouTube



My sister sent me this short years ago and I integrated it into the award-winning Succeeding via Our Habits program. Around the world and in all demographics, it elicited incredible responses.

Why? Because the social context of sympathy versus empathy is culturally ingrained. We often do not stop to think about how are we fueling connection or disconnection by the power of our response in listening. In this RSA Short, Dr. Brené Brown highlights very well the key to listening with the intent to hear.

[www.youtube.com](#)



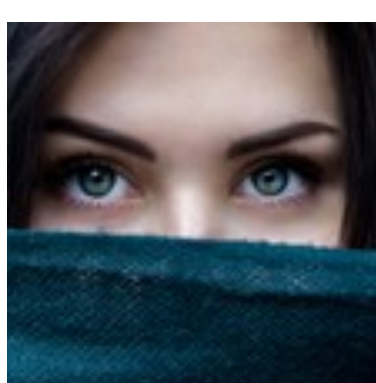
Using Empathic Listening to Collaborate

When you are in a conversation, do you listen with your own autobiographical filter? Or do you listen to actually understand the speaker? Fast Company has a [Leadership Hall of Fame series](#), and they take a look at *The 7 Habits of Highly Effective People*

(1989) by [Stephen R. Covey](#). In my experience facilitating, this is one of the most impactful and insightful habits to be mindful in adopting.

[www.fastcompany.com](#)

Listening needs to be inclusive



Listen to the Power of Quiet People: Gustavo Razzetti

How are we actually posing questions that will get us an insightful response? Are we creating spaces so that the quieter among the group, feel they have a space to respond? This article gives recommendations on how to create more inclusive

listening settings.

[medium.com](#)

Dealing With Impostor Syndrome When You're Treated as an Impostor - The New York Times



This sense of "am I qualified enough to give an insight" is a lot more prevalent than many business leaders understand. Impostor syndrome is not a unique feeling, but some researchers believe it hits minority groups harder. As we look to better our listening skills, there are ways to build-up confidence and create space for broader perspectives to be heard.

[www.nytimes.com](#)



Emotion At Work Podcast - Episode 19 - Emotion at Work in Humanising the workplace

Sarah Taylor Ph.D talks about her research and practice in the ways we can enrich workplaces by humanizing the workplace. Systemic folks interested in the application of mindfulness [Otto Scharmer](#) Theory U will like a listen in. She looks at what employees and care workers really enjoy about their work, and how it is not necessarily what lines up with any set of 'professional standards'. The conversation is based around the healthcare system but the ideas are applicable outside that industry.

[www.podbean.com](#)

Question of the Week:

How have you in your organization created a culture around listening more broadly? What has worked for you? What did not work so well?

We are looking forward to hearing your insights!

Do you like this newsletter and wish to subscribe? If yes, please click on this [link](#) and welcome!

Happy reading and all my best regards,

Liz

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Feeding the Passion for Transformation: Be it Talent, Culture, Work or HR

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