

What's Missing in the Gap: Listening vs Hearing

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Key Ingredients in Connection

- 1. Feeling seen**
- 2. Feeling heard**
- 3. Feeling valued**
- 4. Feeling non-judgement**
- 5. Feeling strengthened from exchange**



3

Levels of Listening

Tools/Tips/Tricks



What does it mean to listen?

Type 1-2 words (okay, no more than 3) to summarize in the chat.

Listen: To pay attention to and hear someone or something

3 Levels of Listening

- 0. Changing the subject**
- 1. Subjective listening: All about me**
- 2. Objective listening: What's the meaning?**
- 3. Intuitive listening: Deep listening - what's not being said?**

1 - Pay Attention to Word Choice

Words that take energy away:

- Problem/challenge/issue
 - What's wrong?
 - Everything happens to me
 - That's not my fault
 - Should
 - Won't
 - Have to
 - Need to
- Words that build

 - Opportunity
 - What's wrong?

Words that build energy up:

- Opportunity/learning
- What's working?
- What's the learning?
- Everything happens for me
- I want to
- Choose to
- Where do we grow from here?
- How can I help?



2 - Asking Open-Ended, Empowering Questions



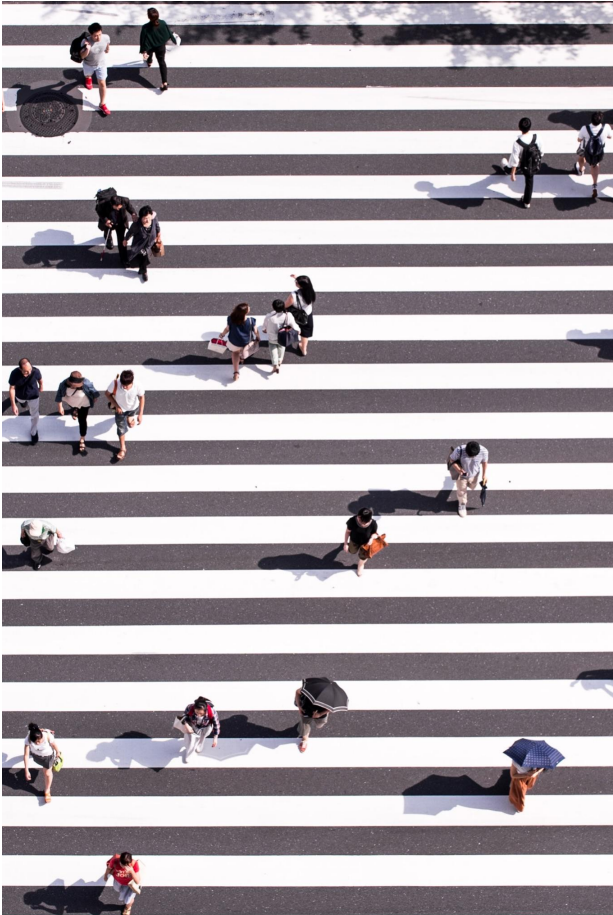
Open-ended, empowering questions:

- Cause a person to search for answers and new possibilities
- They are: challenging, clarity-seeking, thought-provoking, open-ended, future-directed

Examples:

- What's working well?
- What's another way to look at that?
- **What is** really bothering you about this?
- What do you want to do more/less of?
- **Why** is that important to you?
- **How** do you feel about that?
- What clarity are you looking for?

3 - Acknowledge & Validate



Acknowledge: Deep level of mirroring back, or paraphrasing what someone just said

Validate: State the emotion/feeling that is being shared to normalize someone else's experience

****We **acknowledge** what was said, and **validate** emotions/feelings****

What that sounds like:

- It's understandable that you feel (feeling/emotion) because/given...
- Based on your values/belief system/the way you saw the situation, it's understandable that you feel (insert emotion)
- You have every right to feel (insert emotion) because (acknowledge what they said)
- You feel hurt and you feel angry (acknowledging), no wonder you are feeling resentment (validating)

Thank You! Let's Connect:

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