



The Art of Listening & Giving Feedback

Types of Listening

- **Inactive Listening:** Being present when someone is presenting, but not absorbing what is being said.
- **Selective Listening:** Hearing what you want to hear or what you expect to hear instead of what is being said.
- **Effective Listening:**
 - Absorbing information given to you by the speaker
 - Showing that you are listening and interested
 - Providing feedback so the speaker knows the message was received



Benefits of Effective Listening



- Improves morale
- Enhances relationships
- Boosts performance
- Reduces conflict
- Increases others trust in you
- Aids in understanding what motivate others
- Helps to prepare when needing to provide feedback

Communication

The exchange and flow of information and ideas from one person to another

Effective Communication

Occurs only if the receiver understands the exact information or idea that the sender intended to transmit

Communication Filters

Our internal filters decide what we pay attention to and what we ignore in communication with others



Communication Filters



- Distractions
- Emotional states
- Beliefs and expectations
- Differences in style
- Self-protection

5



Remember...

- We all have filters when communicating with others
- Those filters (life and work experiences, prior and current relationships, personality types) impact our interpretation of events and ability to truly listen.
- Be aware of your filters and bias when communicating

What is feedback?



Your thoughts?

"Comments in the form of opinions about and reactions to something, intended to provide useful information for future decisions and development"

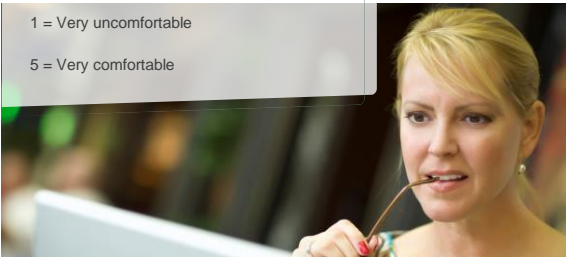
Source: <http://www.bing.com/search?q=feedback+definition+gov&src=IE-SearchBox&FORM=IEBRC>

How comfortable are you giving feedback?

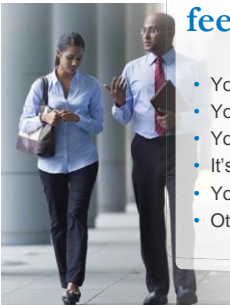
On a scale of 1-5...

1 = Very uncomfortable

5 = Very comfortable



Why give someone feedback?



- You want the behavior to change
- You are strongly affected
- You can no longer ignore the situation
- It's part of your job!
- You want to help the person grow
- Other?

Why We Avoid Giving Feedback

- Fear of the other person's reaction or feeling intimidated
- Fear of damaging the relationship
- Fear of losing control of the discussion
- Uncertainty about whether they, themselves are over-reacting
- Not wanting to hurt peoples' feelings
- Concerned about being seen as complaining, unhappy, negative
- It's not easy to do
- They don't know how
- Other?



10



An Effective Feedback Model

- Observation
- Impact
- Suggestion




Reframe Value Judgments



Best Practices


- Remove the emotion
- Use the feedback model
- Ensure privacy
- Deliver in a timely fashion
- Be clear on why you want to give this feedback to this person at this time
- Have you explored other options?
- Be prepared though not scripted
- Don't beat around the bush
- Listen – really listen

Call Your EAP Today!
(800) 999-7222
Or go to our website at
AnthemEAP.com
Login: Fulton



How EAP Can Help ...

- Face-to-face counseling sessions
- Legal/Financial consultations
- Child/Eldercare consultation & referrals
- Daily life resources
- ID theft recovery
- Free credit monitoring
- myStrength – Health Club for Your Mind
- Let's Talk Depression – A Multi Resource Tool Kit
- Comprehensive website
 - Resources
 - Self assessments
 - Health/wellness library
 - Legal forms



14

Questions?



Call Your EAP Today!
(800) 999-7222
Or go to our website at
AnthemEAP.com
Login: Fulton



15
