

# How to listen effectively and be a ‘listening leader’

16<sup>th</sup> December 2021



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Enterprise Agile Coach

# Our Game Plan

PART 1

Greeting and Introduction

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PART 2

About Listening

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PART 3

Core Listening Skills

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PART 4

Becoming a Listening Leader

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PART 5

Further Development, Q&A

Welcome to the  
webinar held by  
Leadership Tribe

It's a great pleasure to  
have you on board.

## Leadership Tribe Primary Objectives:

### Supporting leaders to:

- Cultivate authentic relationships with teams
- Create a safe environment for experiment and growth
- Empower teams in arriving at solutions and decisions
- Excel at various competencies to collaborate with teams and drive value

### Working with teams and organizations to:

- Improve ways of working, create happier employees and customers
- Design and implement sustainable changes
- Build high performing and learning organizations
- Share the wisdom of our tribe

# It's about us today...

We will be working together to make the webinar successful.

To optimize our experience:

- Duration: 45 - 60 min
- Webinar deck and recording
- Q&A session at the end
- Be present, participative, and have fun
- Use chat window to reply to **EVERYONE**

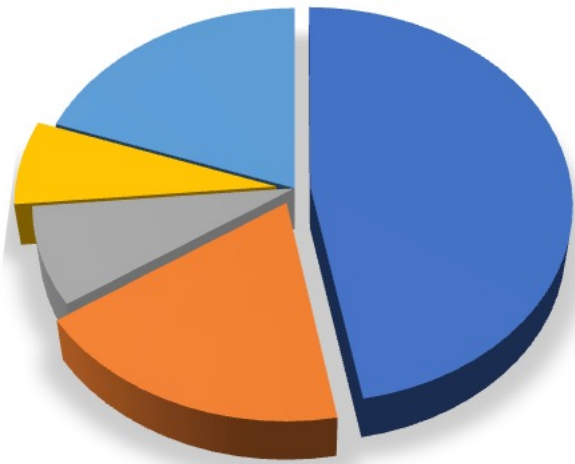


zoom



# About Listening

# Interesting Facts about Listening



**85** \_\_\_% of what we have learned is through listening.

**75** \_\_\_% of the time, we are distracted, preoccupied or forgetful.

**50** we can *immediately* recall about \_\_\_% of what was said.

**20** we remember less than \_\_\_% of what we heard after 1 hour.

**2** < \_\_\_% of all professionals had formal education on how to listen.



Are you listening?

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# Listening

The image shows a large, bold Chinese character '聽' (tīng), which means 'to listen'. The character is composed of several parts: an ear (耳) on the left, a king (王) on the top right, ten eyes (十目) on the middle right, a horizontal line (一) on the bottom right, and a heart (心) on the bottom right.

The traditional Chinese character 'listen' is composed of several parts:

耳 Ear = What you use to listen

王 King = Pay attention as if the other person were king

十目 Ten and Eye = Be observant as if you had ten eyes

一 One = Listen with individual attention

心 Heart = Listen with your heart

*(Source: Coaching for Performance, by Sir John Whitmore)*

# Listening Skills

# Listening Skills - Verbal

*Paraphrasing*

*Clarifying*

*Reflecting*

*Explaining*

*Encouraging*

*Linking*

*Summarizing*

*Open Ended  
Questioning*

*Active  
Silence*

# Listening Skills - Non Verbal

*Facial  
Expression*

*Body  
Language*

*Eye Contact*

*Personal  
Space*

*Timing*

*Empathy*

# Reflection: What are your key takeaways?



# Listening Leadership

# Core Skills for Listening Leaders

The “listening leader” needs skills in four areas:

- Information
- Communication
- Enabling people
- Empowering people to manage change

## Communication

Requires conversation - both the giving and receiving of data among people.

## Empowering People to Manage Change

Offer your staff coaching and mentoring, shift to an Agile mindset.

## Information

Getting your ‘meaningful’ message across. Be precise and straightforward, and provide evidence.

## Enabling People

Clarify the purpose of their efforts, provide autonomy to act on own initiative.



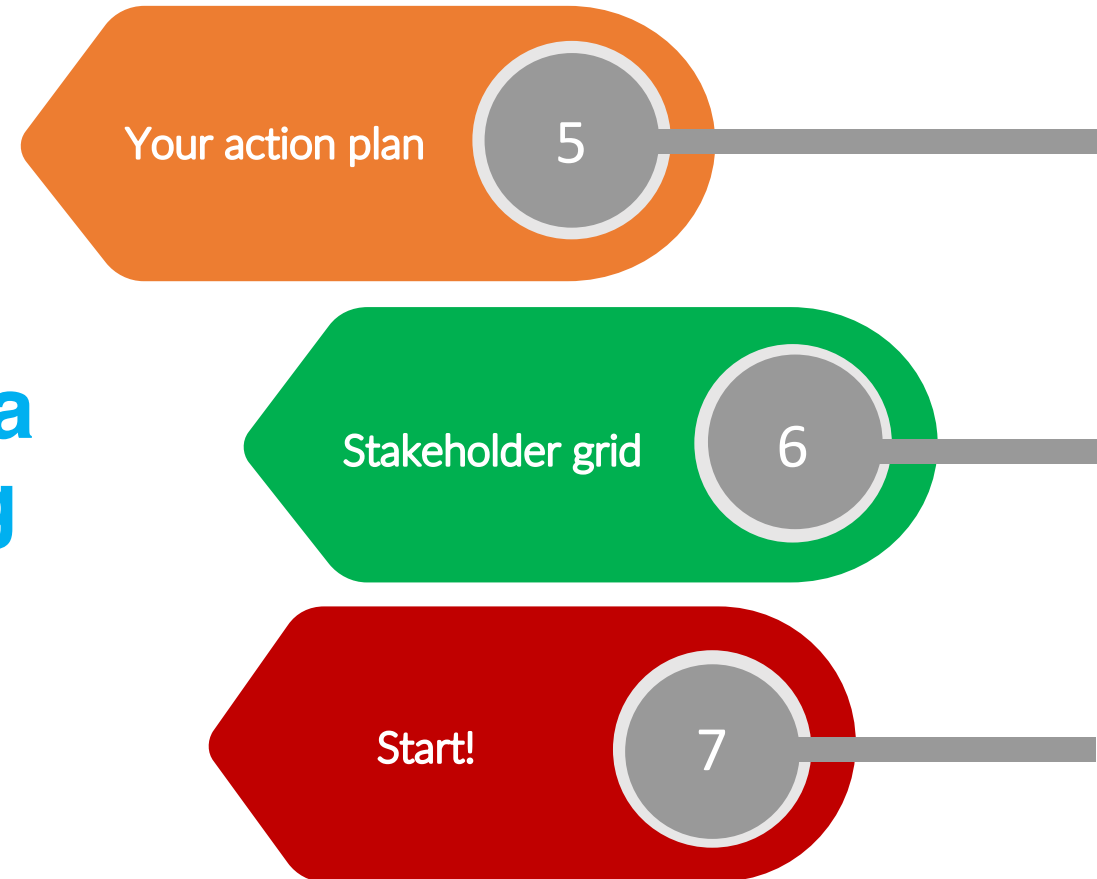
*(Source: The Listening Leader,  
by Emilio Galli Zugaro and Clementina Galli Zugaro)*

# Becoming a Listening Leader





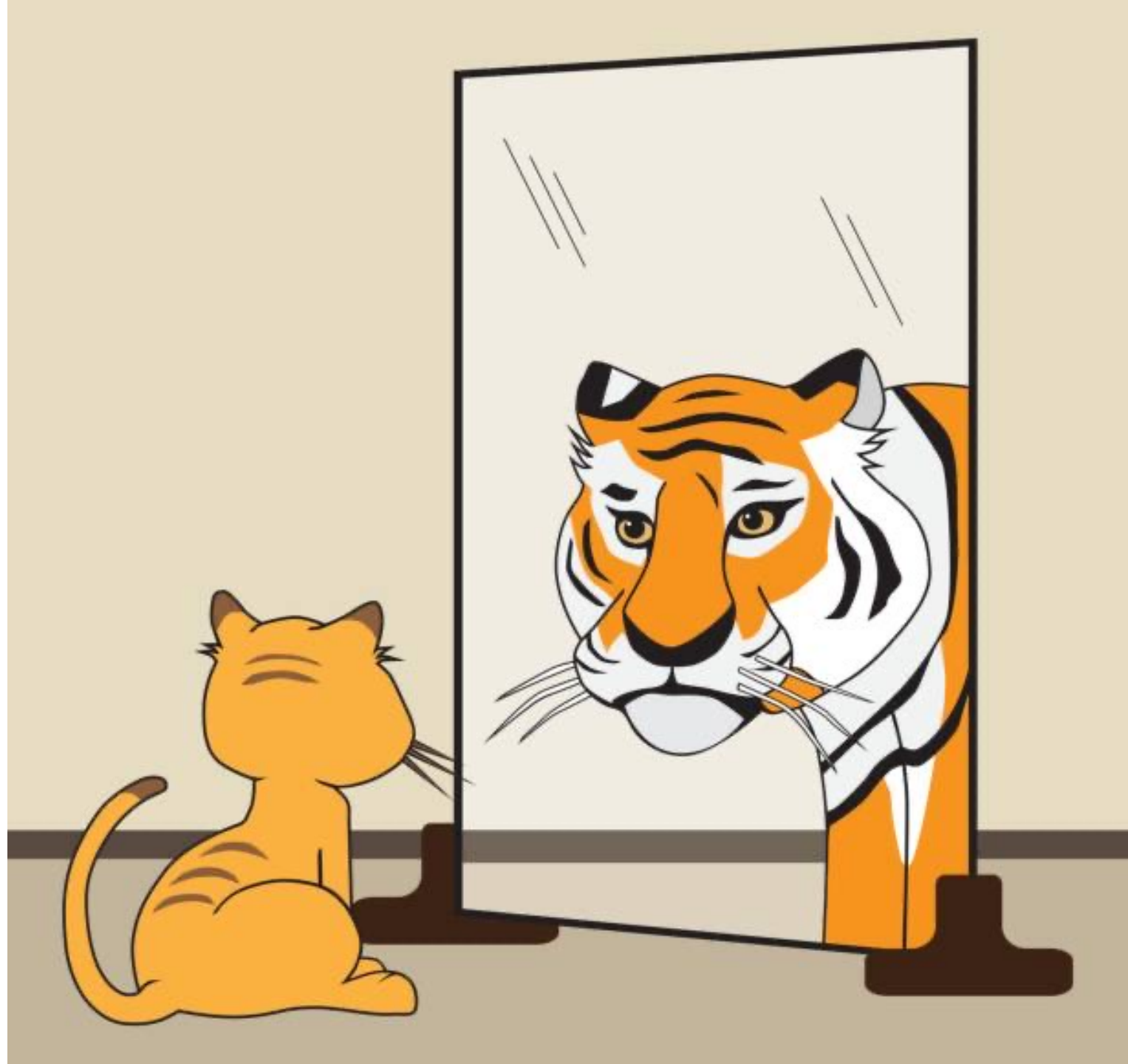
## Steps to Become a Listening Leader



(Source: *The Listening Leader*, by Emilio Galli Zugaro and Clementina Galli Zugaro)

**Reflect on your  
key takeaways of  
becoming a  
Listening Leader.**

**What are your  
next steps?**



# Development Path and Upcoming Programs

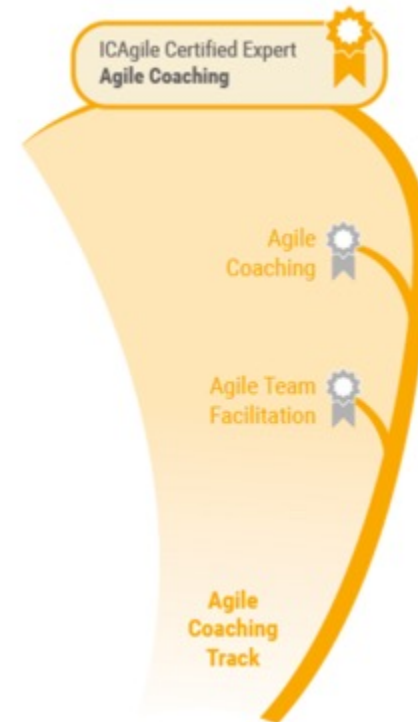
# Agile Coaching Development Path



Agile Team Facilitation



Agile Coaching



ICAgile Certified Expert Agile Coaching

# Upcoming ICAgile Programs

Next virtual Agile Coach Bootcamp starts on **18<sup>th</sup> Jan 2022!**

Month	Type	ICAgile-accredited Class	Duration	Dates	Time
January	Online	<a href="#">Agile Team Facilitation (ICP-ATF)</a>	4 Days	18th - 21st Jan	4 hours per session; 9:00am - 1:00pm EST 2:00pm - 6:00pm GMT 7:30pm - 11:30pm IST
		<a href="#">Agile Coaching (ICP-ACC)</a>	5 Days	24th - 28th Jan	
		<a href="#">Agile Coach Bootcamp (ICP-ATF &amp; ICP-ACC)</a>	Attend both ATF and ACC course.		

Website: [www.leadershiptribe.com/events](http://www.leadershiptribe.com/events)

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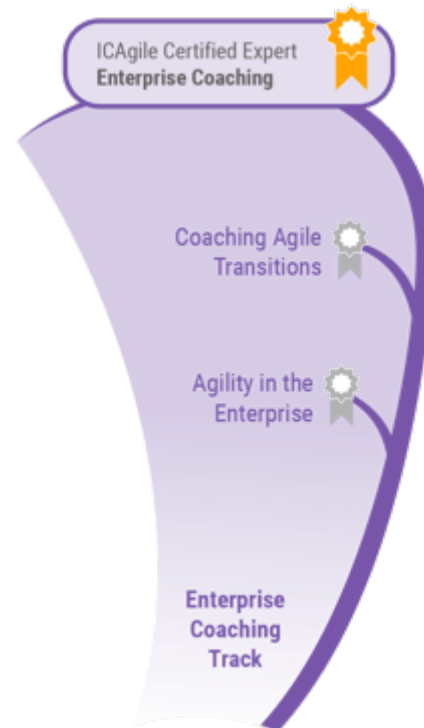
# Enterprise Agile Coaching Development Path



Agility in the Enterprise



Coaching Agile Transitions



ICAgile Certified Expert Enterprise Coaching

# Upcoming ICAgile Programs

Next virtual Enterprise Agile Coach Bootcamp starts on **14th Feb 2022!**

Month	Type	ICAgile-accredited Class	Duration	Dates	Time
Feb	Online	<a href="#">Agility in the Enterprise (ICP-ENT)</a>	5 Sessions	14th - 18th Feb	4 hours per session; 9:00am - 1:00pm EST 2:00pm - 6:00pm GMT 7:30pm - 11:30pm IST
		<a href="#">Coaching Agile Transitions (ICP-CAT)</a>	4 Sessions	22nd - 25th Feb	
		<a href="#">Enterprise Agile Coach Bootcamp (ICP-ENT &amp; ICP-CAT)</a>	Attend both ENT and CAT course.		

Website: [www.leadershiptribe.com/events](http://www.leadershiptribe.com/events)

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# Questions & Answers

Thank you very much  
for your time!

We hope you have  
enjoyed the webinar.



Follow Leadership Tribe on  
LinkedIn and stay tuned  
for our upcoming webinars:

[https://www.linkedin.com/  
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# About Us

Leadership Tribe provide fully accredited Agile consulting, training and coaching services to empower individuals and businesses to design and implement innovative, pragmatic and sustainable changes. We advocate an Agile way of working with a focus on enabling performance improvement, building capability, and delivering measurable results.

## Why Us

We differentiate ourselves from the others with:

- Client Focus
- Empirical Learning & Innovation
- Global Presence and Network
- Renowned Trainers & Coaches
- Sheer Professionalism
- Experience, Knowledge & Strategic Insight
- Unparalleled Flexibility
- Customised Training
- Integrated Coaching Approach

## Inquire Our Services

Phone: UK +44 (0)207 096 0346 | US +1 332 220 3995 | IN +91 97390 22490

Email: [hello@leadershiptribe.com](mailto:hello@leadershiptribe.com)



For more information about Leadership Tribe or to get in touch, visit us at:

[www.leadershiptribe.com](http://www.leadershiptribe.com)

Consulting | Training | Coaching



# Thank you!

Leadership Tribe at your service:

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