

**Listen with Dignity and Respect**  
**TELNET 2489 May 5, 2009 10-11:30 am EDT**

***Innovations***

***“Training With A Can-Do Attitude”®***  
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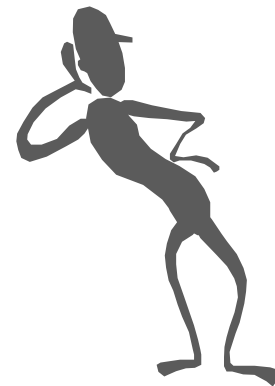
**Speaking - Training - Human Relations Consulting**  
**based on treating people with Dignity and Respect**

**Specializing in the Health and Human Services Industries**  
**Acute Care, Long Term Care, Hospice, MH/MR/DD**

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**Listen with Dignity and Respect**

**Staff, Coworkers, Patients,**  
**Clients, Families**  
**Individuals and Situations**



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## **The Language of Acceptance**

In today's world so often there is no one simply to listen.

- To listen without questioning.
- To listen without passing judgment.
- To listen without qualifying or quantifying our thoughts and statements.
- To be truly present.
- The listener is rewarded with insight and expanded awareness.

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## **Start with Dignity and Respect**

- Dignity -
  
- Respect -

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## **People are basically self centered and take everything personally.**

Listening is a combination of

- 1
- 2
- 3

Listening is affected by

- 1
- 2
- 3

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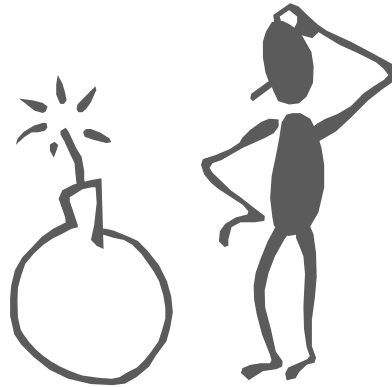
## **What People Want**

- Honesty
- Objectivity
- Feedback
- Mechanism for self evaluation
- Support
- Fairness
- Consistency
- Dignity and Respect

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## The Observer

- Is outside of the 'box'
- Doesn't lead with conclusions
- Explodes stereotypes
- Doesn't take situations personally
- Looks at process rather than outcome



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## Listening Involves

- Paying full attention
- Not interrupting
- Not trying to direct what a person is saying
- Not jumping to conclusions
- Good listening shows people we accept and respect their feelings

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## **Five Basic Needs**

- **FUN:**
- **FREEDOM:**
- **POWER:**
- **BELONGING:**
- **SURVIVAL:**

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## **The Language of Acceptance is not only Verbal**

- Give the person your attention
- Match your words to your tone of voice
- Hear the person out
- Learn to use silence
- Let the person talk
- Provide verbal assurance that you're listening and you care
- Avoid interrupting and putting words into the person's mouth
- Pay attention to the person without thinking about yourself.
- Don't take things personally and fall into a "reaction trap."

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## 10 Tips for Trust

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Trust is fragile - if it's damaged, you have to start over.

1. Let people know what to expect
2. Be consistent
3. Be honest without being cruel
4. Keep your promises
5. Don't take things personally!
6. Don't slam someone for making a mistake
7. Give others the benefit of the doubt
8. Practice forgiveness
9. Say please and thank you
10. Look for something to appreciate - then say it!

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## Reflective Listening

- Reflective listening calls for a **response**
- Reflect back to the person their **feelings**
- The **circumstances of** or **reasons for** their feelings
- Neither interpret nor analyze.
- Show that you've heard and understood
- **Become a mirror**, reflecting the message by paraphrasing
- **Do not merely repeat** what is implied and said

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## **The Five Minute Policy Venting vs Action**

- Some people want to vent
- Some want to be heard with no action taken
- Some want confirmation
- Some want action oriented response
- Some are asking for help
- Some are asking for guidance
- Some are asking for training
- Some are trying to give information
- All expect and deserve full attention

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## **Benefits**

- True listening matters more than many of us realize that it does.
- Totally present listening benefits both the speaker and the listener and can produce big results over time by helping to create a sense of trust.
- Faith and trust can carry us through many of the bigger situations that confront us in life and in the workplace.
- People are happier and do better in an atmosphere of acceptance and mutual respect.
- Listening with Dignity and Respect is the language of acceptance

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A Speaker with an Important Message:

**Gail Pursell Elliott**

*“The Dignity and Respect Lady”*

**515-388-9600**



*“All people want and have the right to be treated with Dignity and Respect, No Exceptions. If you like that statement, you’ll like my approach to speaking, training and consulting.”*

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National Expert on Bullying (ABC World News Now & MSNBC)

*Author of School Mobbing and Emotional Abuse: See It - Stop It - Prevent It with Dignity and Respect; Be True To You: Food for Thought for Teens; the weekly inspirational column Food for Thought; coauthor of Mobbing: Emotional Abuse in the American Workplace.*

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