



**Project
Management
Institute[®]
New Jersey**

Listening Skills Create an Effective Network

Presented by:

PAUL CECALA

Certified Career Coach

CECALA CAREER CONSULTANTS

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Initially created by:

PAUL CECALA

Cecala Career Consultants

pcecala@cecalacareer.com

- Certified Career Coach
- 20+ years experience coaching
- 9 years in post secondary education career services roles
- More than 3000 people coached
- Conducted more than 500 seminars, presentations and workshops

CHRIS BOYD

Simply Best Practice LLC

jchrisboyd@gmail.com

- Connecting Customers And Expanding Business Relationships
- Business start-up consulting for 20+ years
- CSSBB & PMP
- A Networking Rainmaker

Most people think networking is connecting

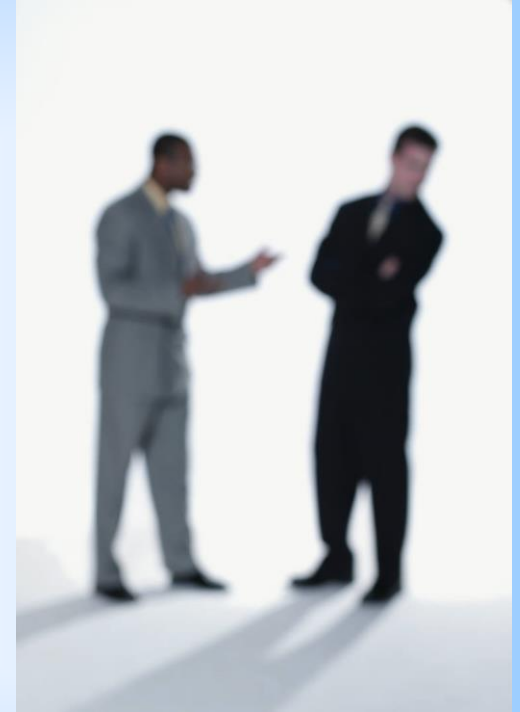


Most networking conversations look like:



Usually me focused rather than **you focused**

- Let me tell you all about me.
- What can you do for me?
- “Enough about me, what do you think of me?!”



We need to change the conversation

Listening is a lost art . . . and science



PEOPLE ARE MORE INTERESTED IN TALKING ABOUT THEMSELVES THAN LISTENING TO WHAT OTHERS ARE SAYING.

Communications Author **Jan Pedersen**

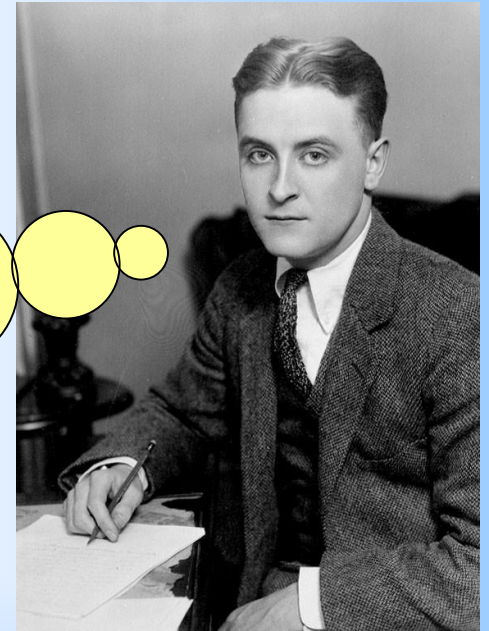
Communications Coach, Author, Lecturer **Steve Aduvato**

Successful networkers listen more than talk

Listening is a lost art . . . and science



To be kind is more important than to be right. Many times, what people need is not a brilliant mind that speaks but a special heart that listens.



F. Scott Fitzgerald

Today's Topics:

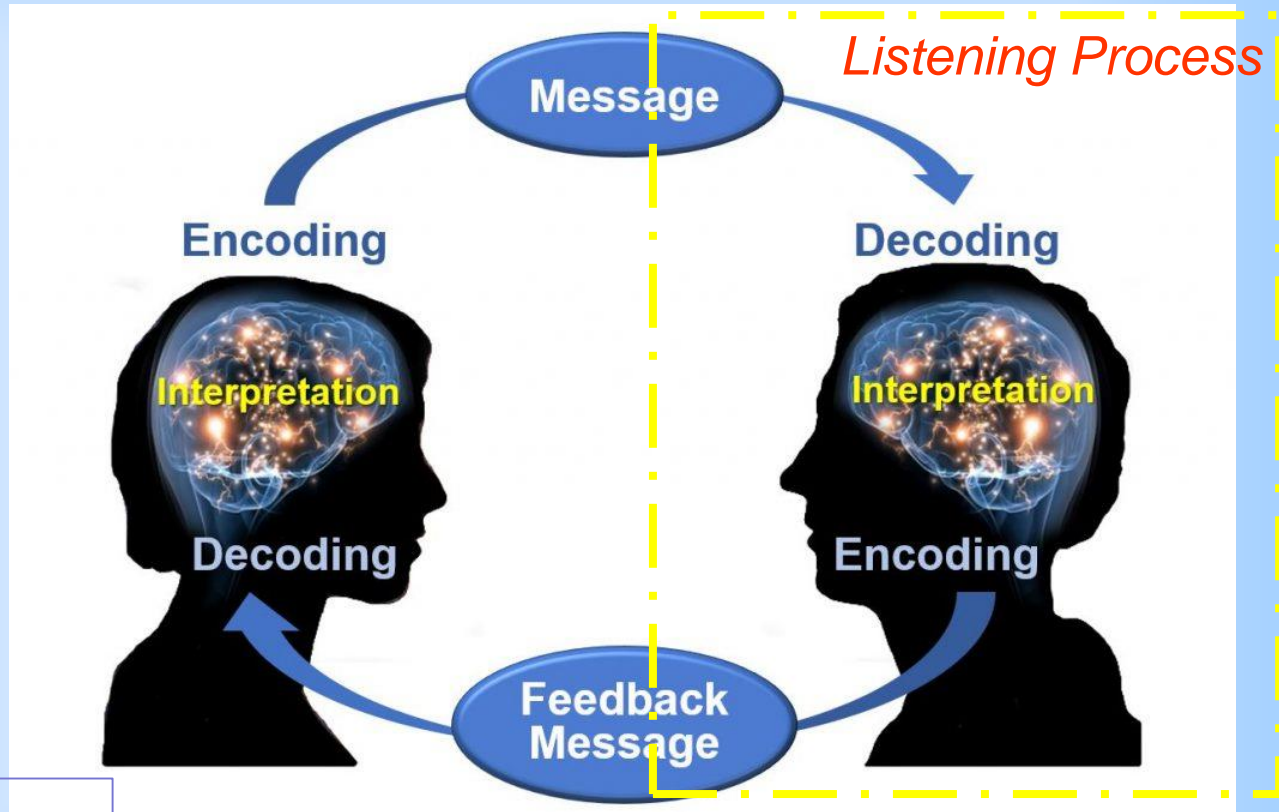


Goal: Improve networking through listening to remember



1. Make it easier to be remembered by others
2. Learn about the 3 types of listening
– Intentional, Reflective, Inquisitive
3. Practice listening skills
4. Making the people you meet memorable to you

Schramm Communications Model, 1954



7% words
38% Voice Tone
55% Body Language

Silent Messages, 1971, Albert Mehrabian

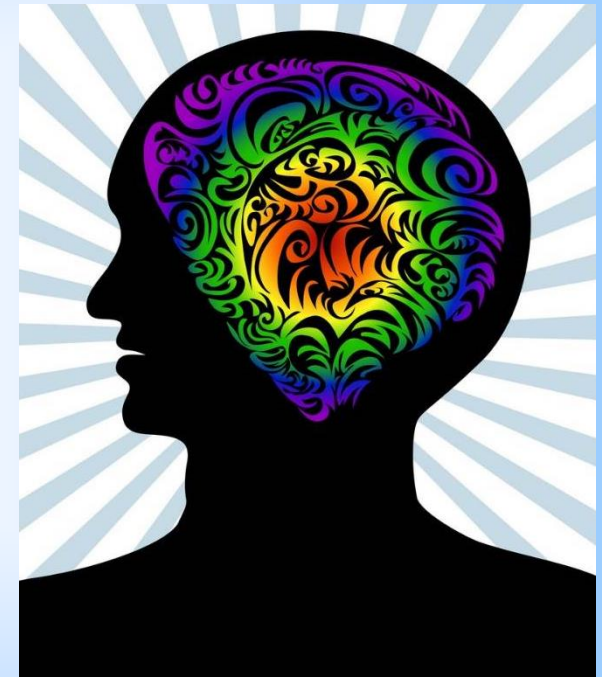
*Effective communication =
Common experiences
Common subject knowledge*

Introduction Builds a Picture

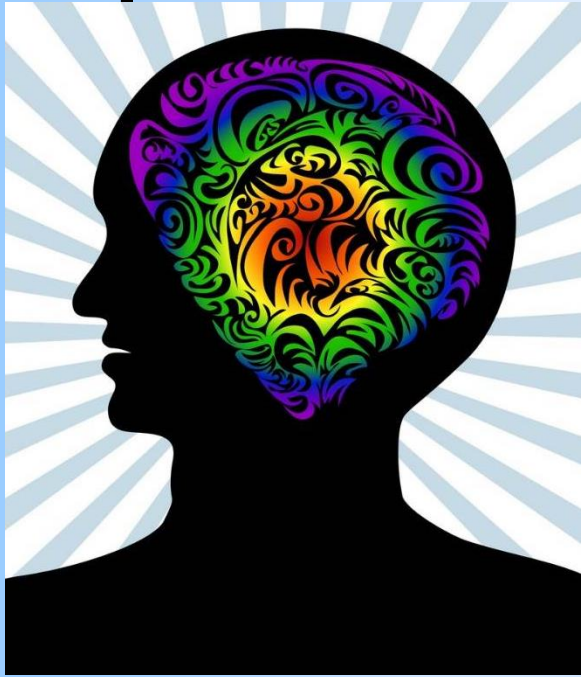


Send messages that paint pictures

- Emphasize important info.
- Give only enough detail to beg more questions
- **Easier to relate to or find commonality**
- **Easier to remember**
- **Easier to share with others**



Your Introductions



- ⇒ **Your Name**
- ⇒ **The role or title you want** (not what you have done/been)
- ⇒ **A success or positive result statement** that paints a picture
- ⇒ **Possibly the names of 3 or 4 organizations where you want work**

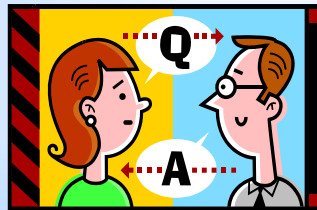
Practice Effective Listening



1. Intentional Listening



2. Reflective Listening



3. Inquisitive Listening

5 Musts of Intentional Listening



From Jan Pedersen Speaker, Trainer, Author "Mastering life by mastering communication."

1. I must listen with a purpose.
2. I must practice listening for understanding, rather than evaluation
3. I must be aware of words, phrases, and behaviors that distract me and make me defensive; and exercise emotional control.
4. I must concentrate on what they are saying, in spite of distractions
5. I must recognize that listening powerfully may be the key to my success





Intentional Listening Exercise



Buddy up with someone you don't know

1. Practice your intentional listening skills as your partner gives their 30 second Introduction
 - A. Listen with intention
 - B. Block out distractions
 - C. Create mental picture of the speaker
2. Listener describe the mental picture the speaker created
3. Reverse roles



Reflective Listening



- Repeat the person's name (several times)
- Repeating in your own words the key topics you heard
- Keep the conversation centered on the speaker rather than on you
- Show interest and understanding





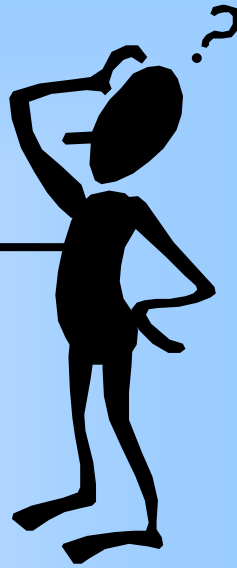
Reflective Listening Exercise



1. Buddy up with someone else you don't know
2. Practice your reflective listening as your partner gives their 30 second introduction
 - a. Reflect back (restate) what you heard in your own words
 - b. Describe the picture or image left in your mind of the speaker
3. Reverse Roles
4. Now, introduce your buddy to another pair.

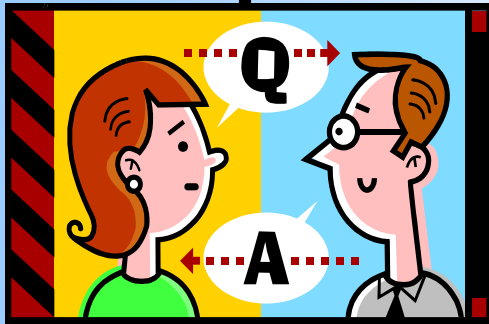


Inquisitive Listening



“An inquisitive listener does not hesitate to interrupt if the speaker’s information is unclear.”

- Questions that get information
- Probing and open-ended questions
- Don’t evaluate or critique, instead inquire.
ex: Tell me more about . . .
or: What did you mean by . . .
- Seek out commonalities
- What can you offer the speaker
- Look for the reasons to follow-up





Inquisitive Listening Exercise



1. Buddy up with yet someone else you don't know
2. Practice your Inquisitive listening as your partner gives their 30 second introduction
 - a. Allow no more than 2 minutes to ask your buddy clarifying questions
 - b. Confirm what you heard by describing your image of the speaker
3. Reverse Roles
4. Now, introduce your buddy to another pair.



Creating connections



- ❖ Be the perfect host at every gathering
- ❖ Introduce the speaker to at least one new person you think can help them
- ❖ Give 30 second introduction about the person you just met
- ❖ Be remembered for bringing people together

Then others will bring people to you!

Become a Rainmaker!



- Listening is an active process that takes skills and practice
- Maintain focus by listening with intention
- Create clarity by listening reflectively and inquisitively
- Remember people by painting mental pictures
- When speaking, paint the picture you want remembered
- Use feedback to build purposeful connections
...and finally share your experience with me!



THANK YOU!



Contact Paul at:

Cecala Career Consultants



862-210-9562



pcecala@cecalacareer.com



www.linkedin.com/in/paulcecala



@cecala_paul