

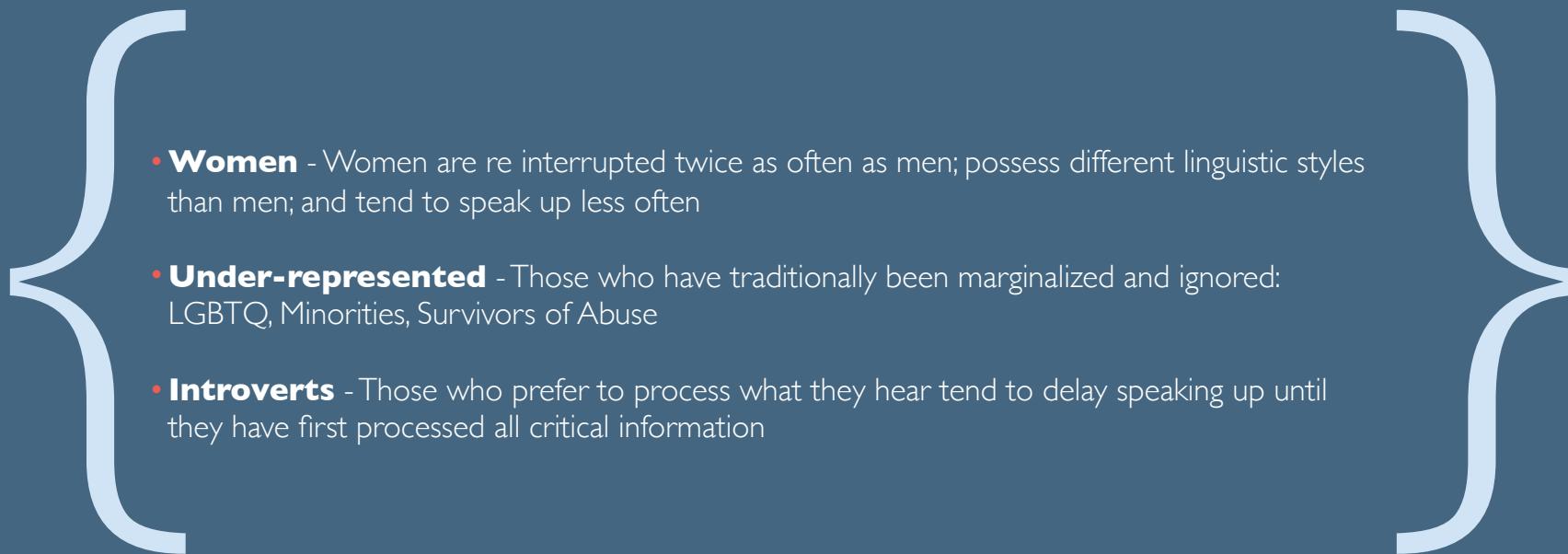


LISTEN / ASK / ACT

INCLUSIVE LISTENING

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WHO AREN'T YOU HEARING?

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- **Women** - Women are interrupted twice as often as men; possess different linguistic styles than men; and tend to speak up less often
 - **Under-represented** - Those who have traditionally been marginalized and ignored: LGBTQ, Minorities, Survivors of Abuse
 - **Introverts** - Those who prefer to process what they hear tend to delay speaking up until they have first processed all critical information

MAXIMIZING YOUR KNOWLEDGE BASE

LISTEN WITHOUT JUDGEMENT



WHEN WE LISTEN WITH HEAD AND HEART, WE:

- Attract others rather than sell them; leading to full commitment, not partial compliance
- Move beyond conflict toward productive action
- Hear what's not being said: how others feel and what they need
- Create a "safer" space so the best ideas can be shared and discussed openly
- Get more from everyone, not just the vocal ones
- Make personal and professional connections that last

YOUR TAKEAWAYS

LISTENING WITHOUT JUDGEMENT

- 1 Learn 7 reasons why we aren't listening
- 2 Discover 3 levels of listening
- 3 Learn and USE the *Inclusive Listening* model
- 4 Adopt techniques to let go of judgements
- 5 Learn to create a safe space for productive conversations
- 6 Get comfortable being silent
- 7 Learn the 5 messages hidden in complaints
- 8 Ask questions to deepen the conversation
- 9 Apply techniques to let others know they've been heard
- 10 Get guidelines on how and when to keep the conversation flowing AND when to shut it down

M. NORA BOUCHARD

LEADERSHIP COACH



AN EXPERT IN LISTENING

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- MA: Corporate Training
 - Professional Certified Coach
 - Certified MBTI, Hogan LEAD, Realise2 Strengths Profiler
 - 10,000+ hours spent coaching leaders & teams
 - Coached over 500 leaders in Fortune 500 companies
 - Published author of *Mayday! Asking for Help in Times of Need*, Berrett-Kohler Publishers

"Nora has been the best of the best. She's been coaching me for several years now and this is what I am pleased to share: She is an excellent listener, which makes her a superlative coach. She hears the nuances, she understands the subtleties. She helps me see clearly and gain clarity. I've been so impressed with her that I've had her coach several of our executives to help gain organizational alignment." - CEO

"Nora has been a valuable coach for me and many members of my team over the past several years. As an excellent listener she uses her deep knowledge of management / leadership theories to bring unique ideas to her clients and help them reach their goals." - CTO

INCLUSIVE LISTENING

LEARN MORE



ARE YOU READY TO LISTEN,
ASK AND ACT? THEN REACH
OUT!



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