



## The Essence of Leadership: Listening to & Observing Others

Listening to and observing people you work with gives you extra information beyond the words they simply say. You get to understand their intent, their state and their unexpressed goals. Moreover you get to truly connect. Your challenge is to understand how to do this with focus and authenticity so you can make the most of any and every leadership position.

Attend this workshop to understand how to deeply listen to and observe others in order to build high-trust working relationships.

### How do I know I should attend this workshop?

1. Are you keen to improve your listening and observing skills because you know how vital they are?
2. Have you ever misread someone's signals only to be thrown by their reaction?
3. Would you like to be able to better read the body language of people you work with?
4. Do you ever get irritated when others are talking?
5. Would you like to be able to trust your intuition more in working relationships?

If you answer yes to most of these five questions, then this workshop is for you.

### What will I do?

You will cover:

- Understanding why listening and observing others matters: benefits and outcomes
- Assessing your own listening and observing abilities
- Working with the four levels of attention and observing: skills and development needs
- Analyzing personal thinking patterns and filters
- Interpreting what's really going on: matches and mismatches of words and body language

### What are the outcomes?

By the end of this workshop you will have:

- Worked on how to extend your capacity to listen to, observe and connect with others
- Developed awareness of your ability to listen to and observe others
- Understood your personal blocks or filters
- Tuned into body language at a deeper level
- Formed behavioral hypotheses, tested them and tested yourself against them

### How do I prepare?

Just come with an open mind, ready to share your thoughts and to give and receive feedback.



**iOpener Institute**  
for people & performance

### **Who is iOpener?**

We develop people and organizational performance through the power of happiness at work.