

Intégro Newsletter February 2008
Personal Listening Profile Enhances Executive Learning Outcomes
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O2C Solutions, a Canberra based transformational company that uses training, coaching and consulting to build successful and resilient people, leaders and organisations, was recruited by an Australian organisation to assess the overall wellbeing, emotional resilience and communication skills of six of its senior executives.

O2C recognises that people are as unique as the organisations in which they work, have unique and different learning styles, language skills, background and subject understanding, and that appropriate tools are required to effectively measure overall workforce health. O2C had the tools necessary to quantify wellbeing and resilience but required an appropriate tool to measure how well people communicate and listen to each other in the workplace.

After comprehensive market research and analysis, O2C selected the Intégro Personal Listening Profile that enables individuals to identify which of five different listening approaches they use to process, organise, store and retrieve information in the workplace. In addition, the tool enables people to discern their most natural listening style and to evaluate its appropriateness in the workplace.

In conjunction with the Genos Emotional Intelligence Tool, O2C were able to comprehensively measure how well the six senior executives communicated with their peers and employees, and how “resilient” their workforce was.

The executives completed two workshops with facilitators using the Personal Listening Profile and the outcomes were measured.

All executives enthusiastically agreed that it was an excellent tool and were very responsive during the workshops. After individually completing the Personal Listening Profile, all participants demonstrated a good knowledge of the different listening approaches, including appreciative, empathic, comprehensive, discerning and evaluative styles. They were able to accurately identify their own listening styles and how their own listening styles impacted on other people. All were able to identify instances where their listening styles had resulted in miscommunication in the workplace and subsequently identify different approaches to communication that may be more appropriate in these situations in the future.

In addition to looking at their own listening styles, the executives took part in a group profiling activity. This was an activity that enabled them to see the different ways that other people communicated in the work environment and to compare their own listening style with their peers. By observing other peoples listening styles, the executives were able to identify individuals with whom they had particular communication problems and adjust their communication styles accordingly.

O2C’s post training evaluation further confirms the executives own findings. Our evaluation highlighted the value of the tool in improving personal understanding of listening and communicating, personal interaction within a team setting and an ability to apply practical modifications to our listening skills to improve team functioning. O2C Director and facilitator Charles Bishop concluded by saying that the Personal Listening Profile *“is a valuable enhancement to our resilience offerings and complements the skillsets we deliver to people through the Genos Emotional Intelligence Tool.”*