

# Deep Listening

## Creating Conversational Agility



Brian Branagan, Conversation Coach | Quality Conversations

One-third of all projects  
FAIL  
because of  
poor communications  
and ineffective listening



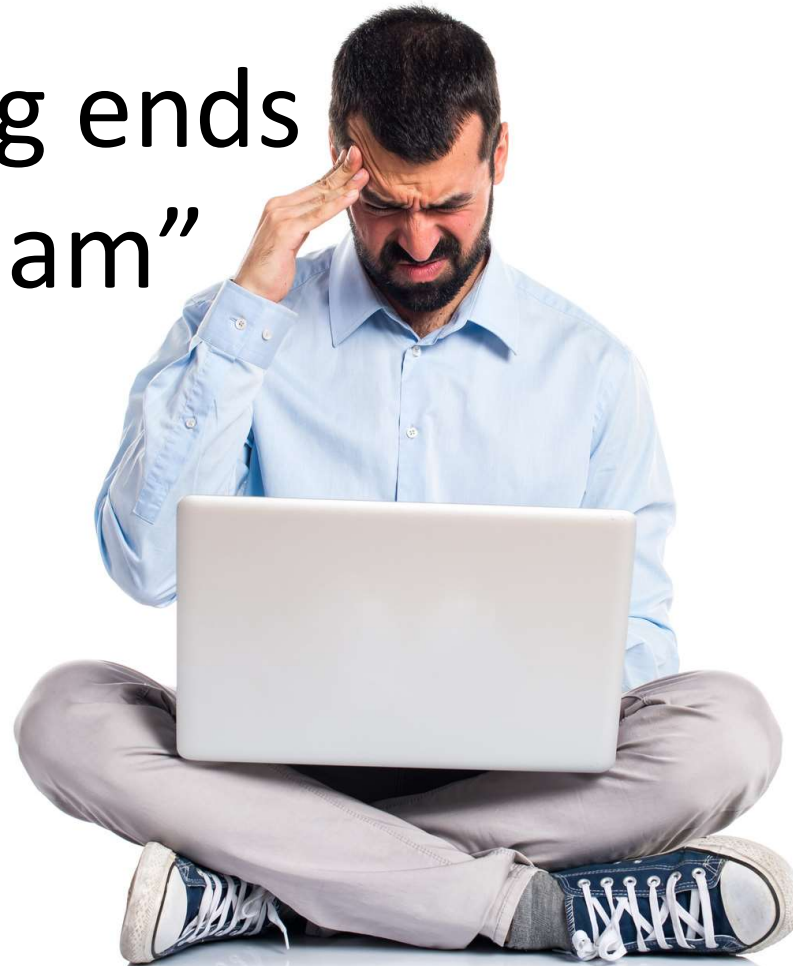
My intention is to  
show you how to move  
from agitated—to agile



“I’m fine”



“Morning ends  
at 11:59 am”



“Yah, yah”



Have you experienced something similar?





“Oh, NO!”





“Phew!”



All the outcomes we experience,  
both individually and socially, come  
from our conversations:

the conversations we have,

the ones we don't have,

the conversations we do well,

and the ones we do poorly. —Robert Dunham



# 3 Layers of Deep Listening

Each layer contributes to the next  
A shift in one, changes others





# 3 Layers of Deep Listening

Our Speaking

Our Emotions

Our Body



# Our Body: the facts

- Informs us about threats to our safety
- Helps us identify our friends or foes
- Lets us know how to fit in
- Helps us make sense of our reality
- Helps us make judgement calls



What was your body saying  
in your example?



# Our Emotions: the facts

Emotions begin as biological reactions to circumstances.

Then they morph into judgements about our future.

Provide motivation for what we do next.





Our  
Emotions:  
AFRAID



Our  
Emotions:  
**ANGRY**



# Our Emotions: SAD



Our  
Emotions:  
GLAD



What were your emotions  
in your example?



# Our Speaking: actions

- Expressing our opinions
- Saying what is or is not factual in our world
- Asking people do things for us
- Committing ourselves to do things for others



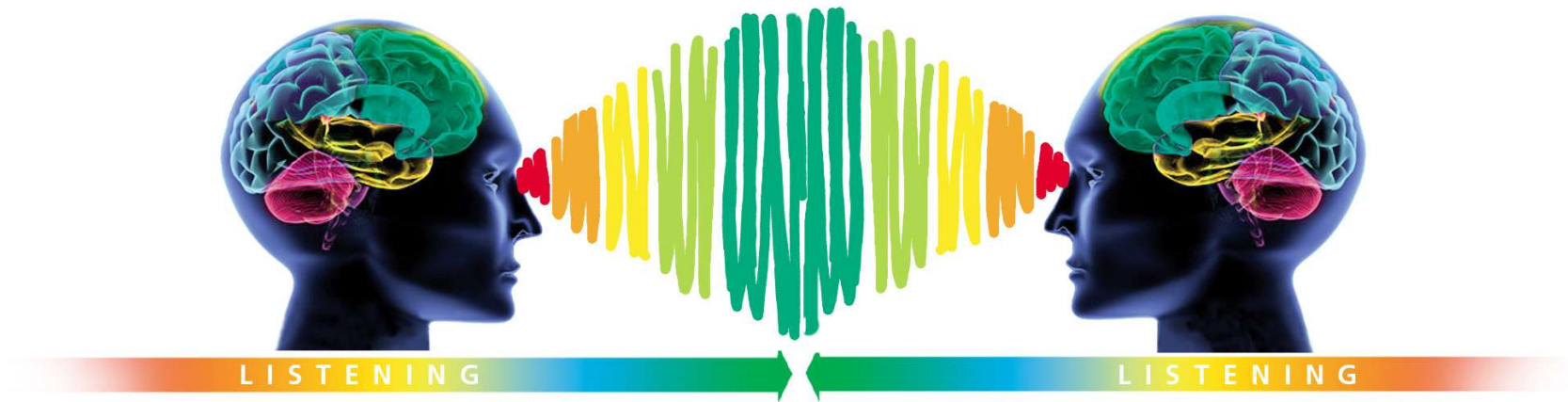
# Our Speaking: types

- Transactional – Ask / Tell
- Positional – Advocate from a role
- Transformational – Share a vision





# Conversational agility is moving from ME to WE



One thing you can  
try today



Pause

Feel your feet

Watch your breath

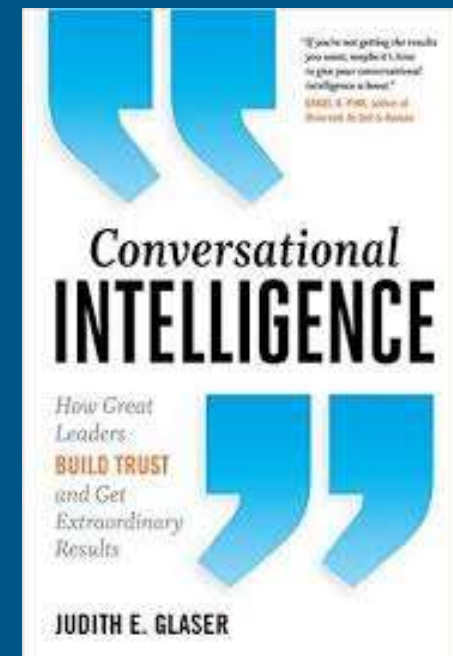
Remember what you care about



# Learn more

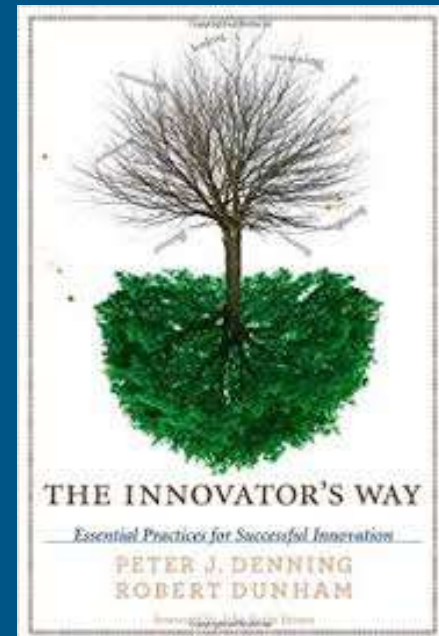
## Conversational Intelligence: How Great Leaders Build Trust and Get Extraordinary Result

by Judith E. Glaser



# Learn more

The Innovator's Way:  
Essential Practices for  
Successful Innovation  
by Peter J. Denning and Robert Dunham



# Thanks for listening

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