

ECHO Listening Intelligence™ — Effective Communication for Healthy Organisations

ECHO Listening Profile –

An assessment tool supporting your organisation's listening intelligence

What is the ECHO Listening Profile?

- A statistically reliable
- 10 minute survey
- that helps identify an individual's personal listening style
- ...or listening habit in the workplace



ECHO delivers benefits to your organisation. These can be:

- Increased trust amongst employees¹
- Improved decision making¹
- Improve overall employee morale²
- Reduce or remove culture of resentment and politics²
- Enhance strategic and creative thinking²



The individual employee will walk away with:

- an awareness about
 - how she/he as an individual filters the received information
 - how this influences its communication
- a *greater understanding* of its peer's listening habits building the basis for
 - improved communication
 - more effective collaboration
- a set of practicable hints on how to apply this knowhow on a daily basis



Teams will benefit in the sense that they:

- Understand and value the unique contributions of each team member
- Build trust and develop a strong sense of team belonging
- Can communicate and collaborate more effectively
- Are more aligned and can grow as a team



ECHO's process – And the 4 types of listening shaping the individual and group report

Assessment Process.

10' assessment by individual

➔

Generation **Individual Listening Profile**

For team assessment:
Generation of **Group Report**

30 – 40 minutes online session with detailed explanations related to outcome & actionable items to implement methodology on a daily basis

3-4 hr coaching session

- Analysis of team's listening strengths & challenges
- Assessment of pain points impacting productivity
- Correction of imbalances

The four types of listening and what they stand for.

CONNECTIVE LISTENING outside

Focuses on what the interaction means to others.

ANALYTICAL LISTENING facts

Concerns with what the interaction means to an issue or an objective situation.

REFLECTIVE LISTENING inside

Focuses on how the interaction relates to an individual's experience.

CONCEPTUAL LISTENING ideas

Focuses on the big picture, big ideas & abstract thought.

Individual Profile.

THE COLLABORATOR

Has a balanced view of the world and is comfortable with compromise. They listen to find areas to collaborate with others about how things. They will benefit from not asking them to do one thing or the other.

- There is a total of 41 profiles
- Each profile is a combination of the four listening habits
- The dominance of each of the habits and how they interrelate determine how the individual filters received information
- The profile documentation delivers information on:
 - Strengths
 - Challenges
 - How best to interact with each of the four types of listening
 - Insights to put into practice

THE FLEXER

Has a flexible, open-minded listening habit. They listen for anything that is available and change their listening habit according to the situation and the people. They will tend to have one or more general ideas in one area of listening.

The Group Report.

TEAM MEMBER	PROFILE TYPE	Identify team listening strengths	Diagnose potential areas of growth		
		CONNECTIVE	REFLECTIVE	ANALYTICAL	CONCEPTUAL
Mei	Collaborator	█	█	█	█
Bryan	Connector	█	█	█	█
Toot	Idea-Generator	█	█	█	█
Christy	Caretaker	█	█	█	█
Michelle	Empathizer	█	█	█	█
Ben	Brainstormer	█	█	█	█
Stephen	Interactor	█	█	█	█
Andrew	Scrutinizer	█	█	█	█

Key: The higher the listening preference, the darker the shade of blue. Find the outliers who may be misunderstood because they listen differently from the majority of the team but still provide a crucial contribution.

- Consolidated view of all team members allowing to jointly:
 - Explore the strengths and the challenges of the team's listening culture
 - Identify pain points that are impacting your team productivity
 - Correct for imbalances that may cost your team time and money
- A half-day coaching session serves to support the team in building mutual trust and learning how to drive the team's effectiveness.

References

Slide 1:

- 1: Tingum, J., “Why is listening important in a business organisation?”, Feb 19, Chron online, accessed Sep 19, <https://bit.ly/2UsAdG1>
- 2: Thier M.J., “Listening intelligence in organisations”, Sep15, Trainingmag.com, accessed Mar19, <https://bit.ly/2E77Cep>
- Pictures: ALIGN by P. Millaard does not own or claim picture rights to top left image. All other pictures are licensed through thenounproject.com by Semler Company.

Slide 2:

- ECHO Intelligent Listening profile and facilitator documentation.

General

- ECHO, ECHO Listening Intelligence, ECHO Listening Profile are registered trademarks.

Validation of theory:

The ECHO Listening Profile® methodology has been rigorously tested for construct validity and reliability in consultation with the University of Mississippi, as well as the University of Kent, England. Continuously, further data is being analysed to ensure continued accuracy of outcome and usage.

Copyright

The written content’s copyrights are either with ECHO Intelligent Listening or with ALIGN by P. Millaard and my not be used without prior authorisation of either party.