

Respect, Reciprocity, and Responsibility **The 3 Rs of Transformational Listening**

Sacramento District Dental Society

February 9, 2024

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Context

Experience is the outcome of what one goes through. The most important experience your patients want in their relationships with you is feeling significant: to know and feel that they are seen by you, important to you, and matter to you.

The 3 Rs of transformational listening increases the probability of generating that experience for your patients.

- **Respect** – to act of looking again
- **Reciprocity** – the act of giving and receiving
- **Responsibility** – the act of responding to something

Transformational Listening

- **Active listening** – focusing attention on what a speaker is saying and showing interest and understanding.
- **Transformational listening**– active listening plus managing your own experience of actively listening.

Primary Active Listening Skills

- **Being Fully Present:** This involves giving your full attention to the speaker and using all your senses to concentrate on what is being said.
- **Paying Attention to Non-Verbal Cues:** As much as 65% of a person's communication is unspoken. Paying attention to these nonverbal cues can tell you a lot about the person and what they are trying to say.
- **Keeping Good Eye Contact:** Making eye contact tells the other person that you are present and listening to what they say.
- **Asking Open-Ended Questions:** These encourage further responses and keep the conversation going.
- **Reflecting What Has Been Said:** This involves paraphrasing and reflecting back what has been said to ensure understanding.
- **Listening to Understand Rather Than to Respond:** This requires focusing on the speaker's words rather than formulating your own response.
- **Withholding Judgment and Advice:** Active listening involves creating a safe space for the speaker to express themselves freely.

A Few Obstacles to Active Listening

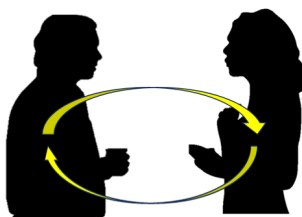
- **Mind Reading:** Assuming that we already know what the other person thinks or feels, without asking them.
- **Rehearsing:** Planning out what we want to say next in our minds, missing what is being said now.
- **Filtering:** Listening only to that which we believe to be important or relevant to us personally, missing the full context or what is important to them.
- **Judging:** Evaluating what the other person is saying without really attempting to empathize or understand how they view the world.
- **Daydreaming:** Getting lost in our own thoughts/memories while someone is talking to us now.
- **Advising:** Jumping to give suggestions or “solutions” rather than simply listening and understanding.
- **Sparring:** Invalidating the other person by being argumentative or debating – looking to fight or compete in some way rather than listen.
- **Being Right:** Ignoring or resisting any evidence that we are wrong and should change – being defensive.

Emotional Influence

Emotion – to stir up

Influence – energy flowing from the heavens that acted upon the character and destiny of people; today, it refers to the power of individuals to affect the experience and behavior of others.

Emotional Influence – an interpersonal process in which one person's emotional state affects another's emotional state and vice-versa.



- Brain's evolutionary bias for survival
- Neuroception
- Hemispheric Differences
- The Pinball Process of Hearing and Memory Association

A Listener's Dilemma

The primary focus of active listening skills is on the speaker and the speaker's experience. This process is called other-referencing.

So if the speaker is anxious or upset, goes off on tangents, looks away while speaking, displays frustrated non-verbal communication, speaks in a harsh tone, or speaks with a flood of words, what happens to the experience of the listener?

The dilemma can be resolved by increasing your ability for self-referencing and answering this question.

How do I want to experience myself as a listener with . . .

patients?

team members?

other significant people in my life?

4 Basic Principles of Neuroscience

- **Hebb's Axiom** - neurons that fire together wire together
- **Neuroplasticity** – the brain can change itself in response to what it experiences
- **Quantum Zeno Effect** – energy follows focus
- **Attention Density** – the more you focus on a thought, feeling or memory, the stronger its neural connections become

The Power of Focusing on a Positive Memory

- Memories are state-dependent experiences encoded in our brains
- When you recall a memory, you also activate the emotional state associated with that memory

When I am listening I want to remember

The How-to of Remembering a Positive Memory of Yourself While Listening

- Observe your feelings, emotions and physical sensations
- Think: What do I want remember about myself I want to experience right now? OR How do I want to experience myself right now?
- Briefly direct your attention to the answer

Transformational Listening

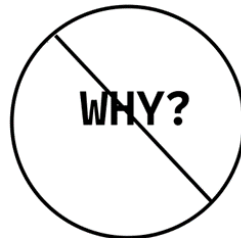
Active Listening Skills + Self-referential Listening Skills

- **I-based listening**

- **Awareness of the Listening Context**
 - Informational
 - Therapeutic/Clinical
 - Transactional
 - Relational
 - Educational
 - Recreational

➤ **Curiosity – full of care**

- How
- When
- Where
- Who
- What
- Tell me more



➤ Curious questions you frequently use

➤ **The Triad of Effective Listening**

- Using active listening skills to “externalize” what a speaker is saying

