

The Hull Explanation

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Communication: Speak Your Mind But is Anybody *Listening* ?

Good Communication depends on more than effective speakers. It depends on effective listeners, too. Are you *listening to meanings* or just *hearing words*?



**Miriam B. Hull, Ph.D.
(Dr. Mimi)**

**Dr. Mimi Leads
the HULL team!**

Miriam (Mimi) B. Hull, Ph. D. is President of Hull & Associates. Hull & Associates provides speaking training and facilitation services to Fortune 500 corporations, small businesses, not-for-profit organizations, associations and conventions. Our clients include Walt Disney, SunTrust Bank, Siemens Westinghouse, Sprint, Darden Restaurants, Parent Resource Centers, Florida Hospital, State and Local Governments and over 50 Associations.

Dr. Hull earned her Doctorate in Counseling Psychology with a specialization in management and her Masters in Counseling and Personnel Services from the University of Florida. Her B. A. was earned in psychology from Syracuse University.
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Organizations have always known that success depends on people communicating effectively, contributing not only to the bottom line but to a positive environment. Successful organizations know that good communication is not just about speaking well. It's about the connection between the *senders* of the message and the *receivers*. Only if you listen effectively can you respond appropriately.

Performance in the new team-oriented, change-driven, diversity-conscious and learning-focused workplace depends, more than ever, on listening well. Listening is basic to cooperating productively. And meeting the competitive challenge facing your organization.

Listening is more than hearing. Listening puts meaning to the sounds we hear. It is the ability to receive, attend to, interpret and respond to verbal messages and nonverbal cues, like body language. Effective listening depends, of course, on the clarity and style of speech as well as the attitude

Different Listening Approaches

and tone conveyed by the person sending the message. But it is how the listener perceives the purpose of the communication that has the greatest influence on what it heard, how it is processed and how effectively the listener responds in a particular situation.

For example, if the message is a plea for help, our purpose is to be helpful so we listen and respond with concern. If the message is entertaining, our purpose is to enjoy so we listen and respond in a relaxed manner. If the message is intended to persuade us, our purpose is judgement, so we listen and respond critically. *It is estimated that people screen out or misunderstand the intended meaning, or purpose, of what they hear in over 70 percent of all communications.* This is the biggest contributing factor to miscommunication and misunderstanding.

Behavioral research shows that people approach listening with different purposes and motivations related to achieving that purpose.

Which listening approach do you use? No one listening approach is appropriate for every situation, and learning how to adapt is the key to successful communication.

Discover your Listening Approach!

Personal Listening Profile™
is now available.

If you think your staff faces communication challenges, contact Hull & Associates for more information on this unique, effective program.

HULL & ASSOCIATES
225 S. SWOOPE AVE.
SUITE 210
MAITLAND, FL 32751
(407)628-0669
hull@gdi.net
www.hullonline.com

6 Good Reasons Why you Should Improve your Listening.

- 1 Everyone likes to feel important.
- 2 People perform better when they know their ideas are listened to.
- 3 You can better utilize the know-how and experience of your people to get the job done.
- 4 Paying attention to small gripes often prevents them from growing into big grievances.
- 5 You can get all the facts and make better decisions.
- 6 Jumping to conclusions can cause loss of respect.

The Corporate Couch

Dear Dr. Mimi:
One of my new employees-a very hard worker with a lot of talent-is having trouble getting along with another long time employee who also is very good at her job. When I ask him what the problem is he just tells me,"It's as simple as this -Jane and I just have a personality conflict." What is he really saying and what can I do to help resolve the problem? I would hate to lose either one.

Frustrated

Dear Frustrated,
What he is really saying is that they are having a communication problem. It is time to get them together to discuss their individual needs and communication styles. A team building program would be helpful looking at personality styles, or for that matter, one on listening.



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Dr. Mimi is a fully Licensed Psychologist who specializes in organizational development and human relations training and consulting. This includes Change Management, Sales Training and Management, Organizational Development, Board Development, Strategic Planning, Diversity, Leadership, Team Building, Motivation and Communication, Time/Stress Management and Personality Insights. Her programs are known for being upbeat, participatory and productive.

Dr. Mimi is very active in her community, serving on many Community and Chamber Boards, including the Community Foundation and the National Conference of Community and Justice. She is a Past President of the Junior League of Greater Orlando. She has won many awards professionally and for her community service.

Dr. Mimi has been heard on WDBO 580 AM radio, Orlando, Florida where she speaks about a variety of topics applicable to the nonprofit and business community. She is also the "Dr. Mimi" who writes the "Corporate Couch" articles. Both print and electronic media frequently seek Dr. Mimi out of her insights into both people and organizations.

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ARE YOU TALKING TO ME?

Learning New Listening Habits

Overcoming communication barriers by breaking poor listening habits may not be easy, but it can be done. It could also mean the difference between success in the workplace and failure.

Some clues to look for to determine if an opportunity for improvement exists. Do You: •Tend to daydream when slow speakers are speaking? •Tune out when the subject is dry? •Tend to argue easily? •Find yourself unable to listen to heavy , expository material? •Let trigger words flag your attention? Listen Passively? Judge the delivery and tune out?

If you said yes to any of these questions, you may not be getting the most out of communication with others.

Become a Better Listener

- Listen "between the lines."
- Ask, "What is in it for me?"
- Fight Distractions.
- Judge only when comprehension is complete.
- Do not let delivery errors get in the way of the information.
- Listen for central ideas.
- Make eye contact and maintain active body state.
- Keep emotions in check.
- **EXPERIENCE A HULL LISTENING PROFILE PROGRAM**

Where the HULL was Mimi?

- › October 25-29: Temple and Waco, Texas
- › October 30: Fort Walton Beach, Florida
- › November 5-7: Toronto, Canada
- › November 8-10: Portland, Oregon
- › November 10-16: Tacoma and Seattle, Washington
- December 4-6: Phoenix, Arizona
- January 14: Macon, Georgia
- February 1-2: New York, New York

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225 South Swoope Avenue
Suite 210
Maitland, Florida 32751
Telephone: (407) 628-0669
Fax: (407) 539-2133
E-Mail: Hull@gdi.net
Web Site www.hullonline.com

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gives practical tips on
communication, time
management, stress reduction,
diversity, leadership and motivation.

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