

LEADERSHIP BITES TAKEAWAY



SERIES 2

THE ACTIVE LISTENING PROCESS - SESSION 3

Whet your appetite:

Are you a 'good' listener? In a world where distractions are everywhere, the ability to truly listen to others is a rare skill. Improving your listening abilities can enhance communication within your team, foster better relationships, and lead to more effective problem-solving. Join us for an insightful session on active-empathetic listening, where we will explore this using the HURIER model to provide a structured approach to understanding and improving your listening skills. During this session you will gain practical tips to enhance your active-empathetic listening skills. You'll also learn how to better understand the speaker's message and thoughtfully respond in a way that demonstrates genuine empathy and understanding.

By the end of this session, you will be able to: -

- Describe the six components of the HURIER Model of Listening
- Explain how this is relevant to your role
- Identify one step you will take to improve your communication as a leader

The HURIER Model:

Properly listening and hearing what's being said and being present is a challenge! In today's fast-paced world, distractions are everywhere, which makes genuine listening a rare and valuable skill. To be effective we can practice active empathetic listening.

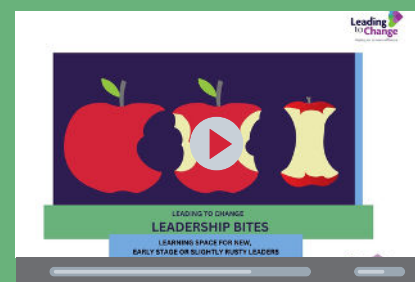
- ▶ Hearing
- ▶ Understanding
- ▶ Remembering
- ▶ Interpreting
- ▶ Evaluating
- ▶ Responding

Active listening is where we actively engage with the speaker by consciously paying attention to their words and emotions to understand their perspective in a deliberate effort to grasp both the factual content and the speaker's feelings to ensure a mutual understanding and foster trust and connection. Empathic listening is when we endeavour to understand the speaker's comprehension of an experience. It's the ability to combine active listening while sensing what emotions are being expressed, processing and reflecting those emotions, and responding with supportive, compassionate questioning. Thankfully, this is a skill you can learn, and the HURIER model is a comprehensive and practical framework to improve our active empathetic listening and communication.

"To feel as well as hear what someone says requires whole attention."

*Sylvia Ashton-Warner,
Educator and novelist*

Watch the recording:



For reflection:

Using the model as your basis:

- Which HURIER component do you excel at?
- Which one could you improve?
- How might better listening change the way you lead?
- Is there one step you could take this week to become a better listener?

What next:

- Choose one component from the model that you'd like to improve. ie "I'll pause before responding to ensure I've understood."
- Use the model as a self-check tool for future conversations.
- Think about your current context (a team meeting or an upcoming conversation), what HURIER components are most critical in that context?

Explore More:

Watch: [The Art of Listening | Simon Sinek](#)

Read: [Active Listening - Seeds for Change](#)

View: [Slides from the session](#) as a pdf.