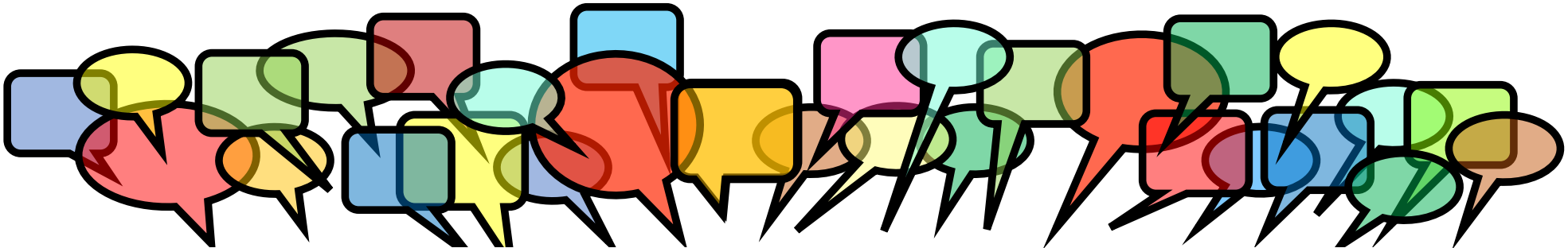


Above the**No!se**

CANNEXUS20
Ottawa, January 29, 2020

Gray Poehnell
graypoehnell@mac.com
www.ergoncommunications.com





QUESTIONS

How come they listen to you?

They don't listen to me.

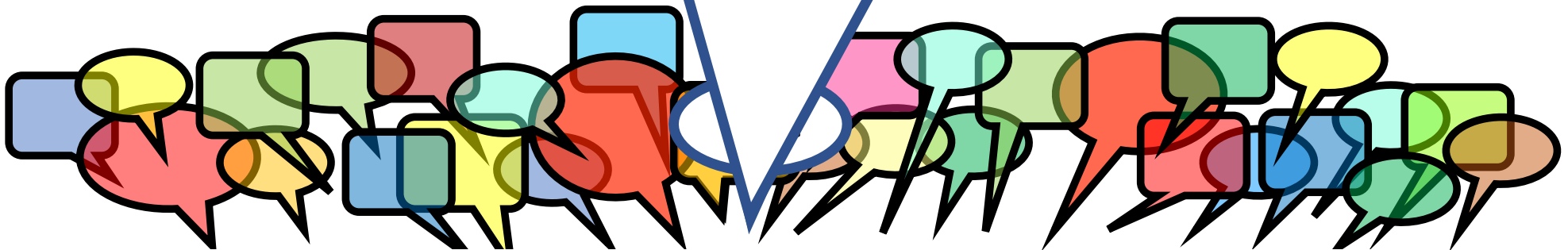
What can I do?

Challenge #1

one voice among many



**Above
the No!se**



Challenge #2

listening is difficult
at the best of times
and taking advice is
often even harder

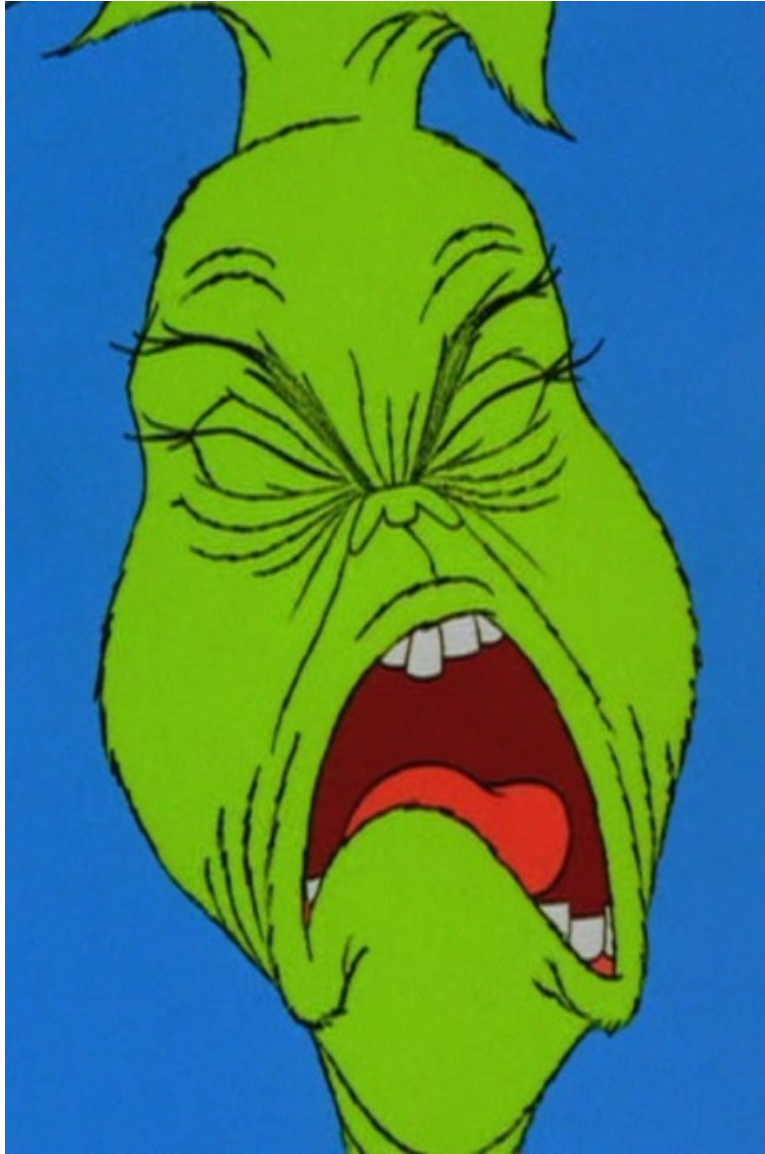


Challenge #3

listening is difficult

especially in a world of noise





And then!

Oh, the noise!

Oh, the Noise! Noise! Noise! Noise!

That's one thing

he hated!

The NOISE!

NOISE!

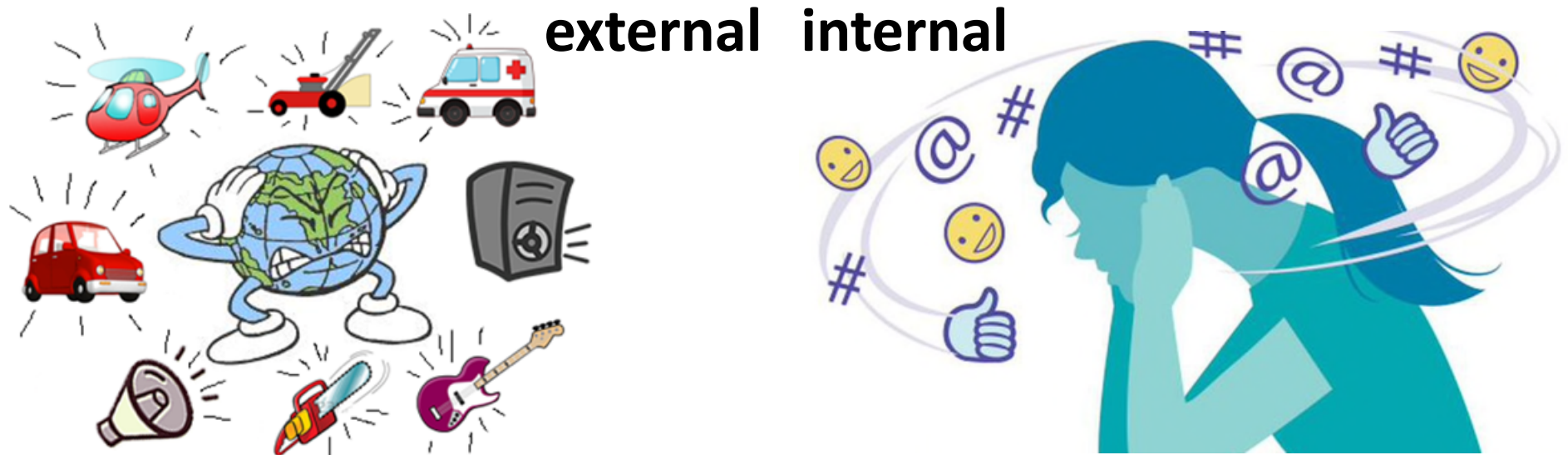
NOISE!

NOISE!

Challenge #3

WHAT NOISE?





Noise pollution ...
is the propagation of noise
with harmful impact
on the activity of human or animal life.

- Wikipedia



external internal



Noise pollution ...

can cause

noise-induced hearing loss and other health issues

- Wikipedia



Many voices
in my head

Often more of
a cacophony
than
a symphony

context

other's talk

tone

intensity

self talk

connections

frequency

recognized

triggers

duration

unrecognized

technical

heard it before

inconsistent

static

conflicting



Challenge #4

addictions

distractions

tuning out

masks

biases

filters

hopelessness

frustration

defensiveness

rejection

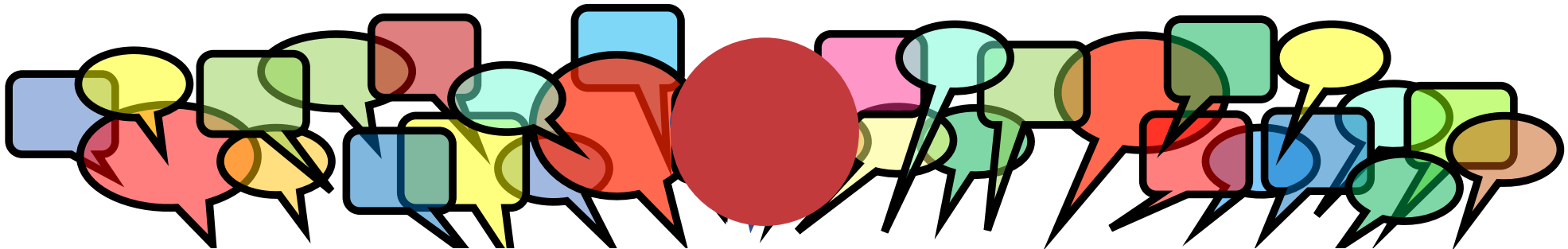
hostile

a myriad
of ineffective ways
to handle the noise

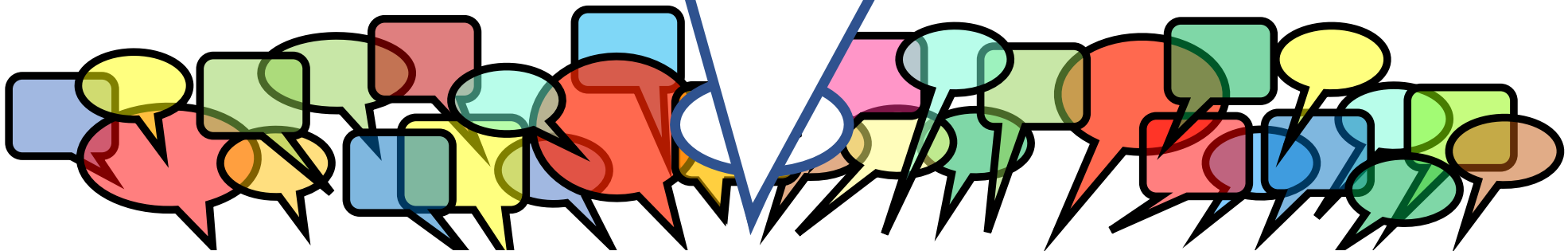


**Above
the No!se**

**challenging
but
possible**



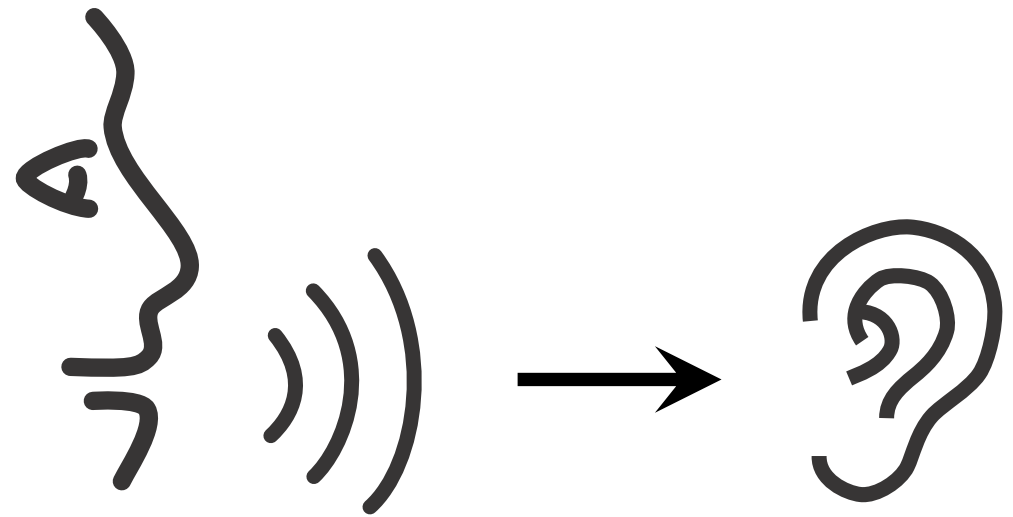
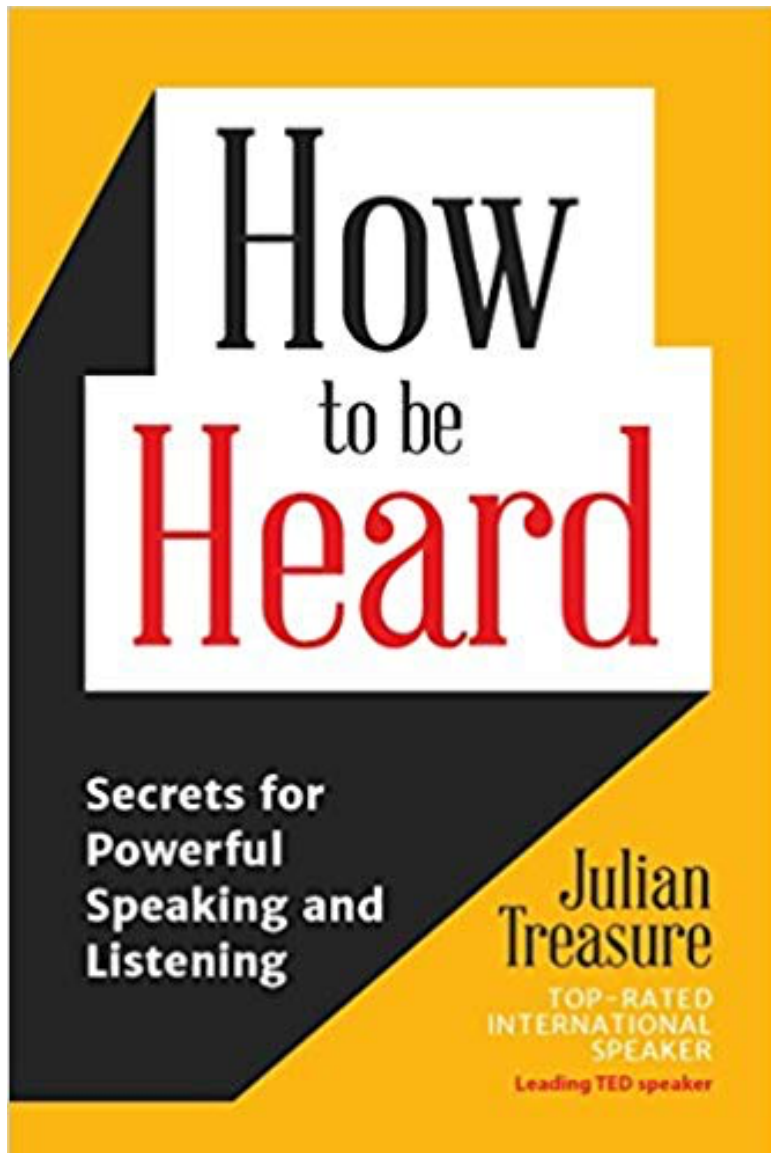
**Above
the **No!**ise
Suggestions**



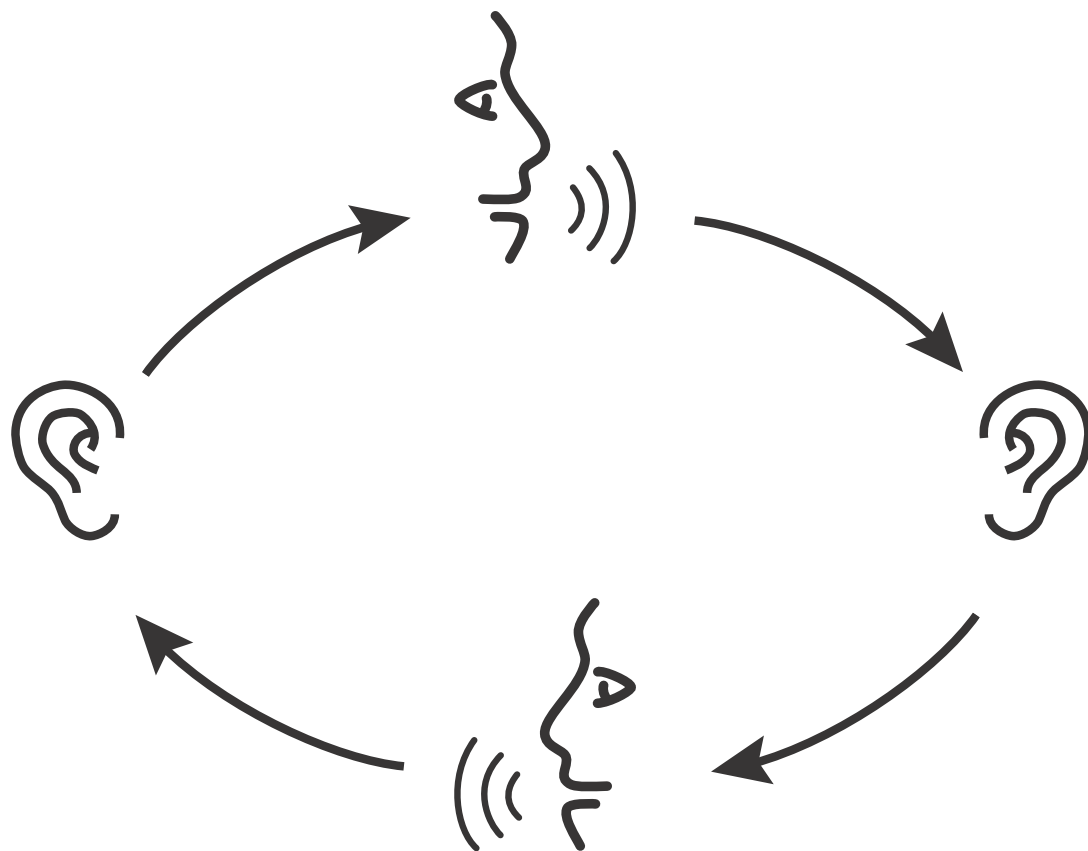
Suggestion #1

being heard
requires a dialogue
not just a monologue





“People think it’s a line,”
says Treasure.
“It’s not. It’s a circle.
Because the way
you listen
affects the way I speak,
and the way I speak
affects the way
you listen.”



A black and white photograph of Will Rogers. He is standing, smiling, and looking towards the camera. He is wearing a dark, long-sleeved shirt and light-colored trousers with a fringed belt. He is holding a coiled rope in his left hand and has his right hand near his head. The background is a plain, light-colored wall.

UNC'S QUOTE
OF THE DAY

**Never miss a good
chance to shut up.**

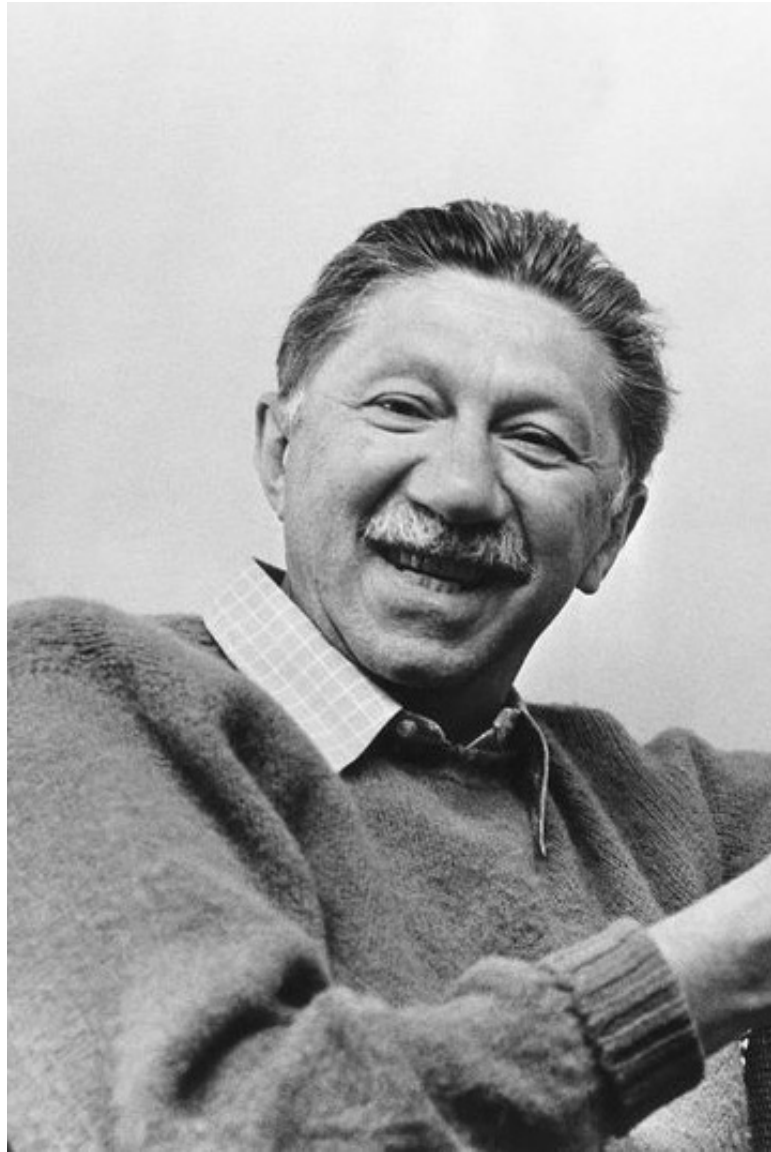
- Will Rogers



Knowledge speaks, but wisdom
listens.

Jimi Hendrix

www.thequotes.in



“To be able to listen

-- really, wholly passively, self-effacingly listen

-- without presupposing, classifying, improving, controverting, evaluating, approving or disapproving,

without dueling with what is being said,

without rehearsing the rebuttal in advance,

without free associating to portions

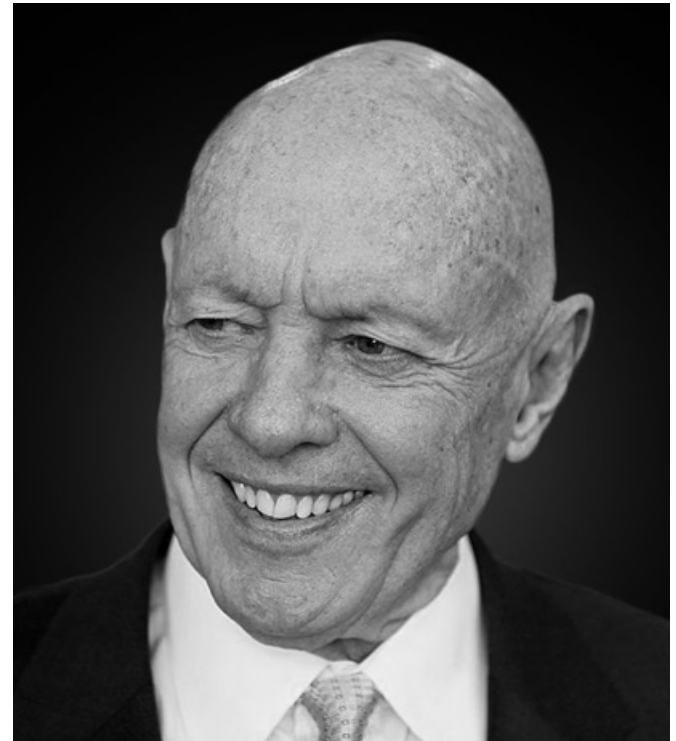
of what is being said

so that succeeding portions are not heard at all

-- such listening is rare.”

— Abraham Maslow

“
Seek first to understand,
and then be understood
”



Stephen Covey

Suggestion #1

cultivate active listening

Active listening requires that the listener fully concentrate, understand, respond and then remember what is being said by another person.

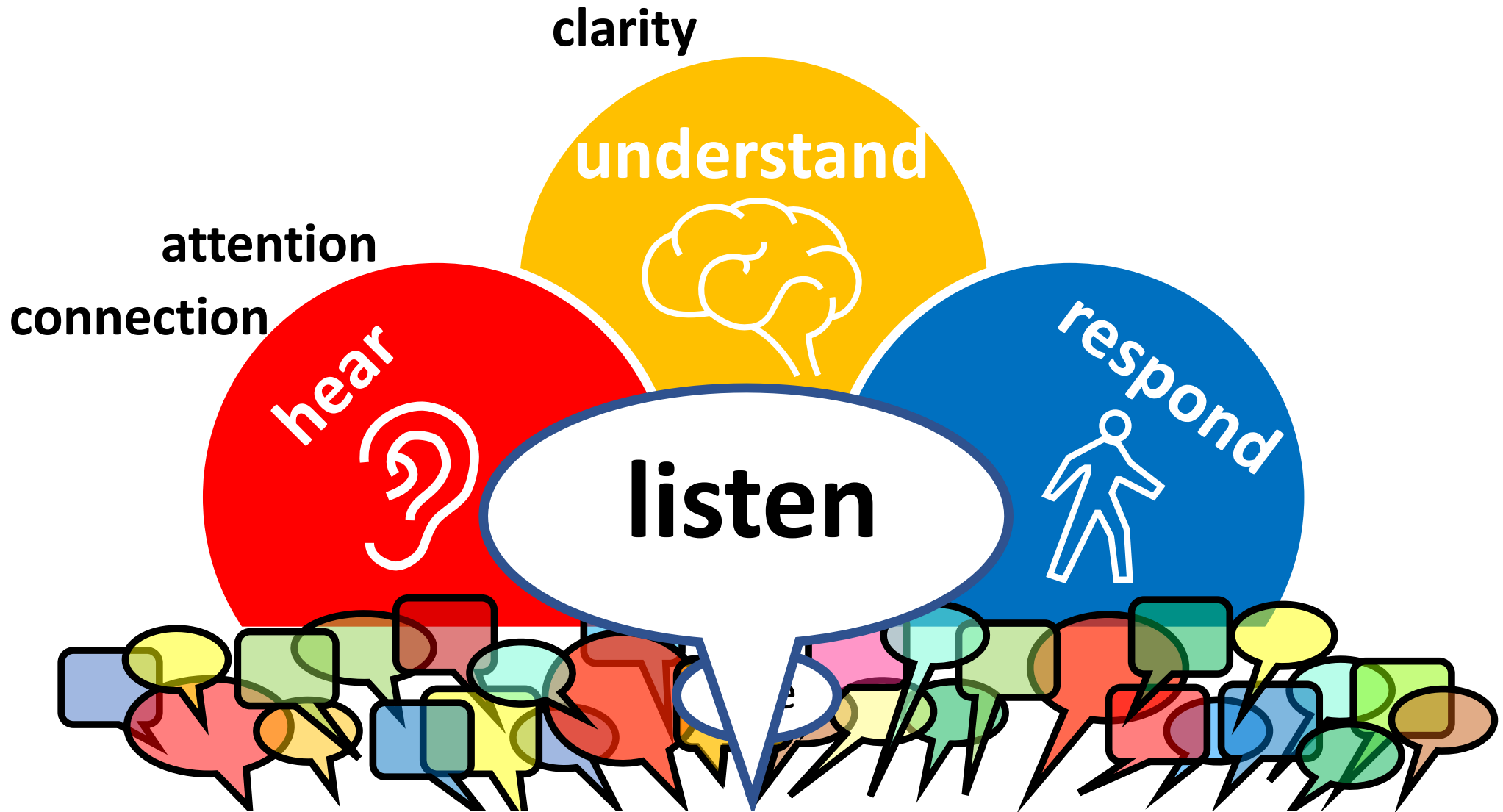
R. Rigglio, A Straightforward and Simple Guide to Active Listening,
Psychology Today, posted Sept. 12, 2019



Suggestion #2

there's more to listening
than hearing

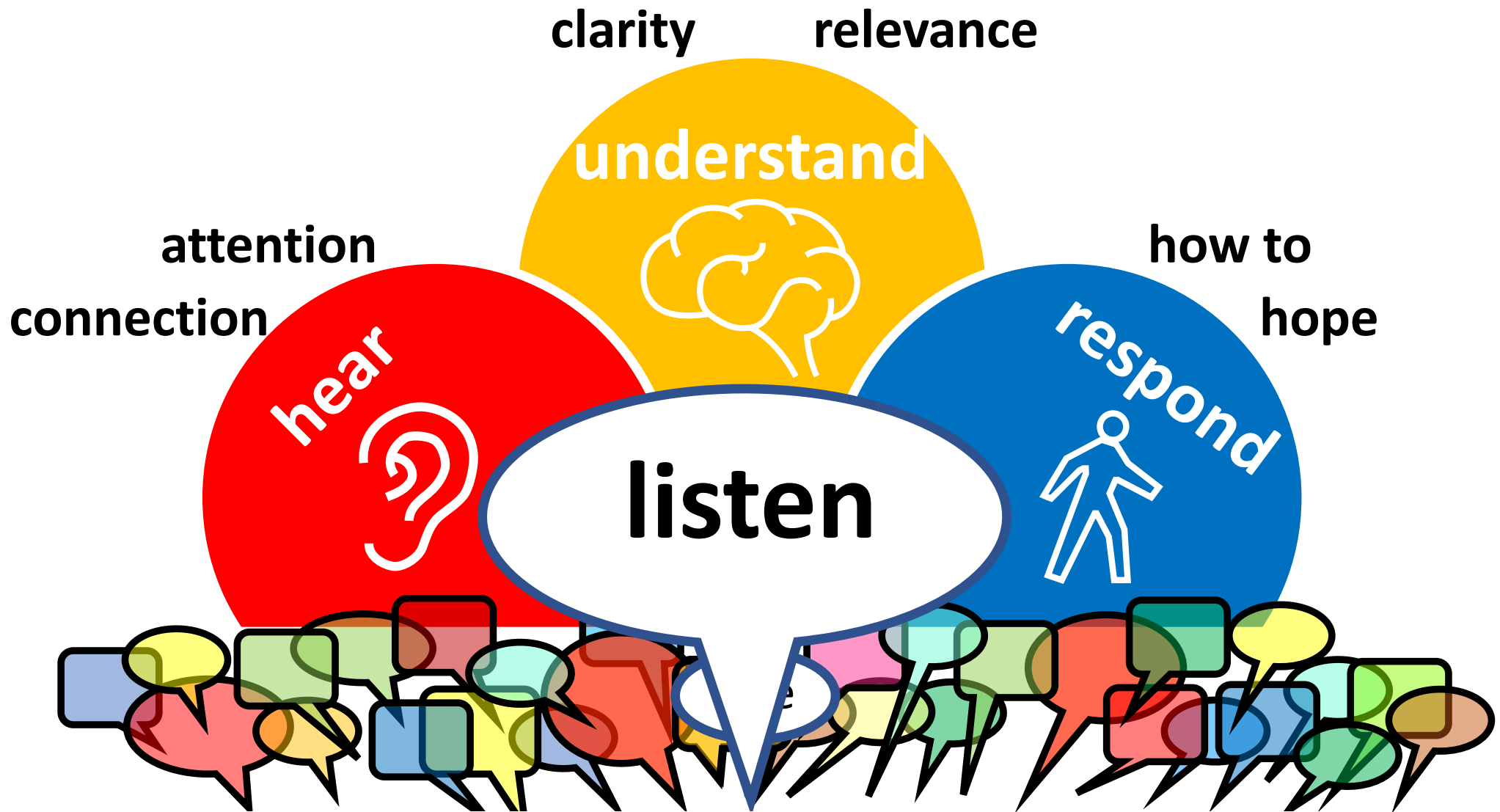




Let's eat, Bob.

Let's eat Bob.

Commas save lives.



Suggestion #3

the backswing

in order to go forward,
we first have to go backwards
(Physics of Living, Amundson, 2003)

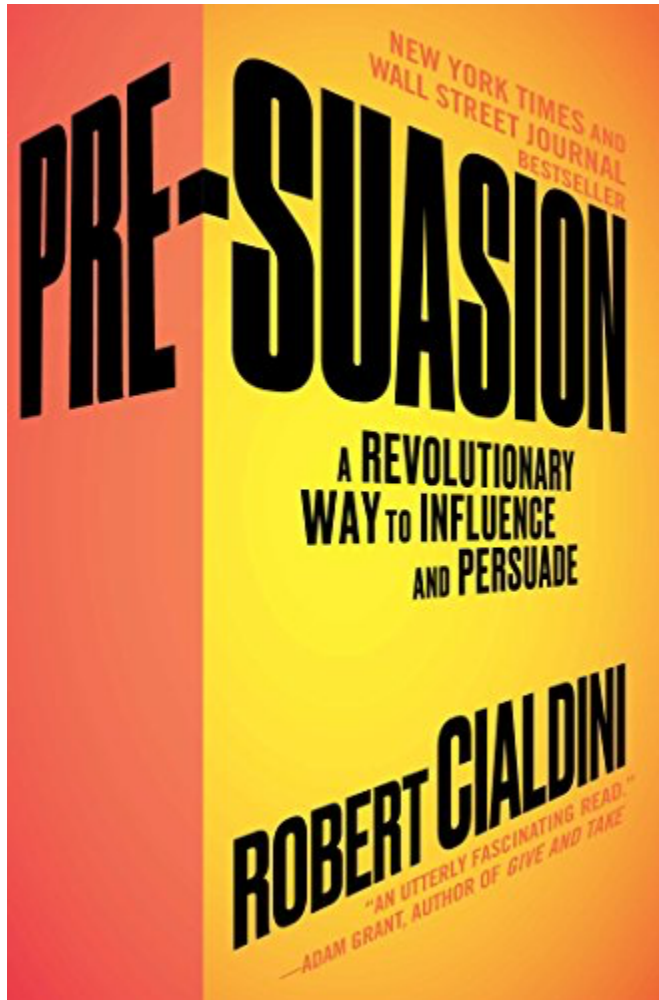


Suggestion #3

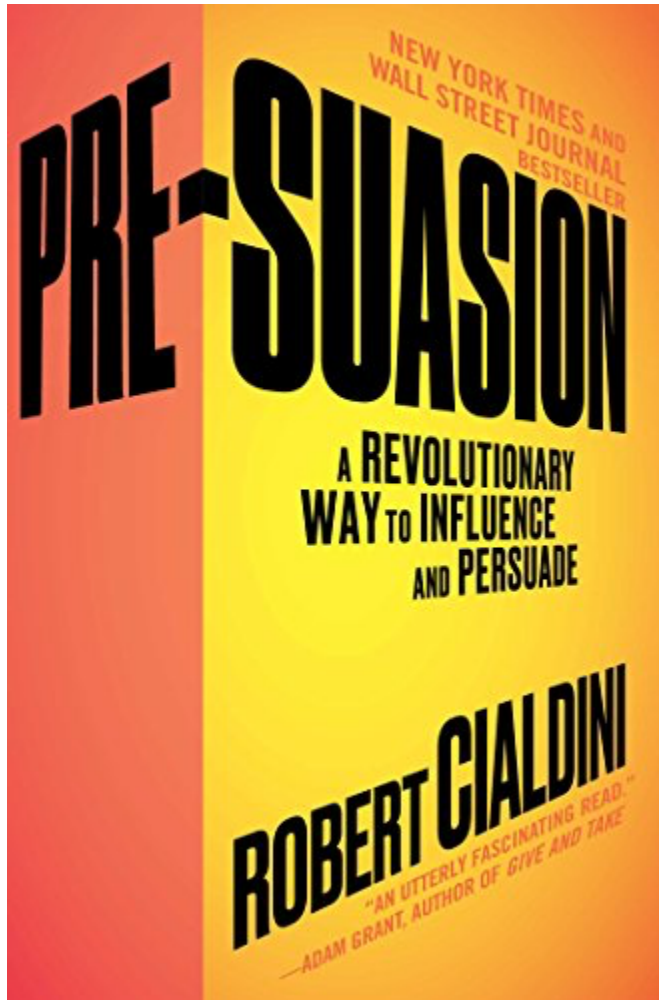
the backswing

to equip people to listen
&
to orient people to being receptive





pre-suasion
—the process
of arranging for recipients
to be receptive
to a message
before they encounter it

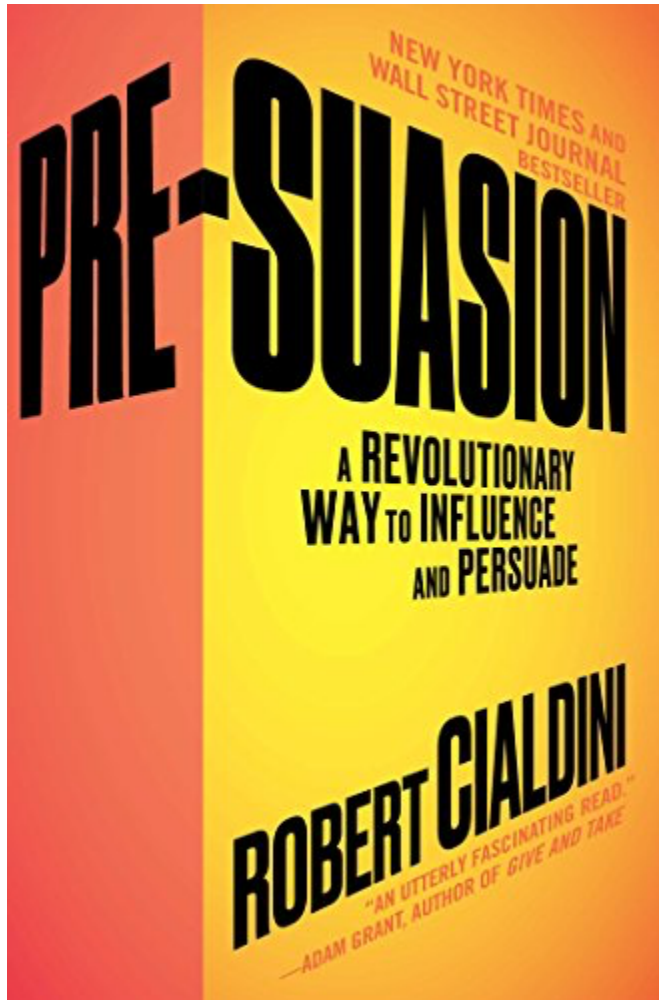


openers

(frames, anchors, primes, mindsets)

provide the starting points,

clear the way to persuasion,
by removing existing barriers



Group 1

a clipboard-carrying researcher stops
and asks people to fill out a survey

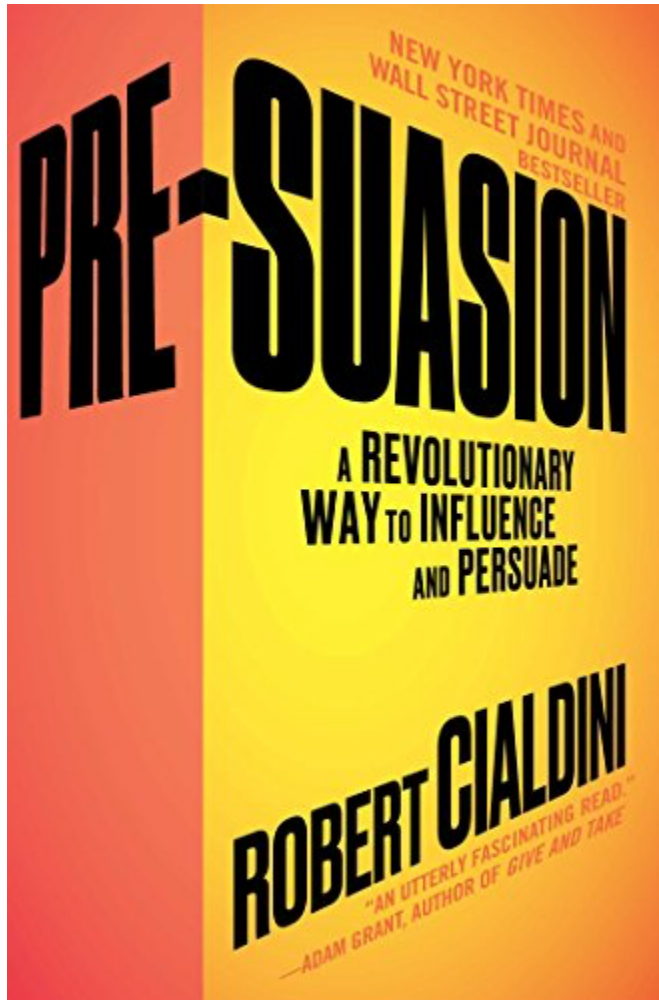
only 29% consented

Group 2

a pre-suasive opener:

“Do you consider yourself a helpful person?”
nearly everyone answered yes.

77.3% consented



Group 1

individuals had to agree to give an email address to be sent instructions on how to get a free sample of a new drink
only 33% gave their contact information.

Group 2

after a pre-suasive opener:
“Do you consider yourself to be somebody who is adventurous and likes to try new things?”
Almost all said yes.

75.7% gave their email addresses

"I don't have time"



"I don't have time
not to"

If someone
is disengaged,
it is hard
to be heard

A few minutes
preparation,
can make
all the difference



45 minutes
engaged
can be more
effective than 60
minutes disengaged

Suggestion #4

accessible

language, tools, processes, concepts

expand and simplify



What we say to dogs

Okay, Ginger! I've had it!
You stay out of the garbage!
Understand, Ginger? Stay out
of the garbage, or else!



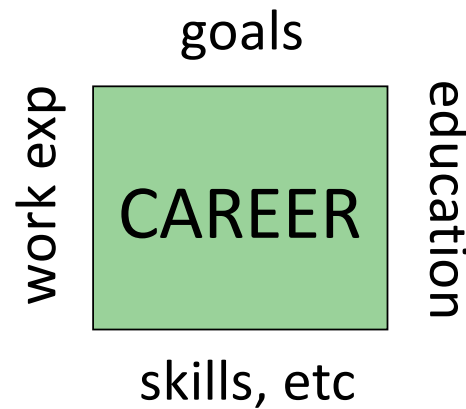
What they hear

blah blah GINGER blah
blah blah blah blah
blah blah GINGER blah
blah blah blah blah...



ACCESSIBILITY?

language, tools, processes, concepts



ACCESSIBILITY

language, tools, processes, concepts

kind of life?

goals

life/work
roles?

work exp

CAREER

education

learning?

skills, etc

what can you do?



ACCESSIBILITY



Bill Crawford

“

To be heard and understood
by anyone
we need to first
speak their language.

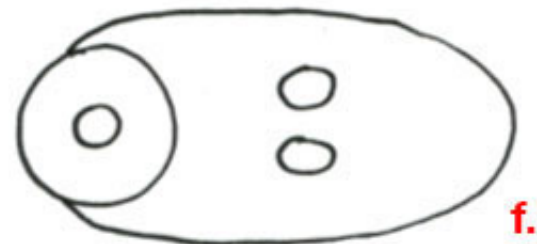
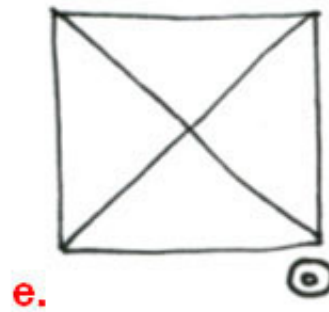
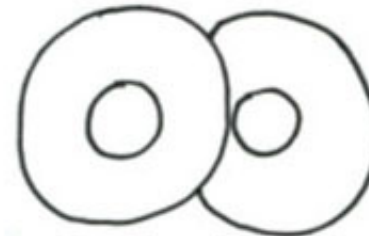
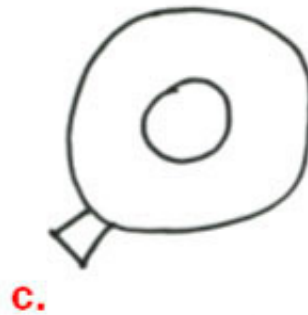
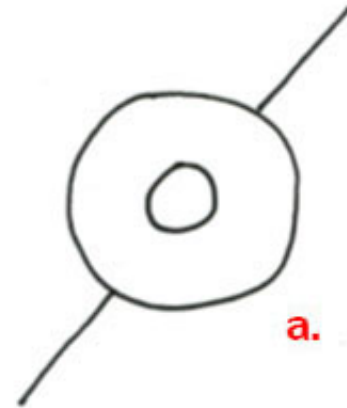
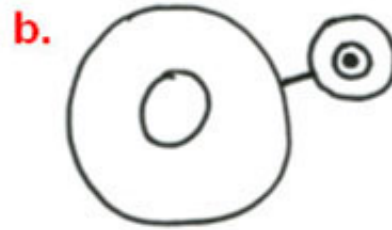
”

What do
you see?

CLUE:

HAT

SOMBRERO



Can you see me?

You'll never
find yourself
by looking
where you're not at.

Favourite Things Collage

What do
you see?



CAREER

is about you,

is about your world and your part in it,

is about your journey in this world,

is about crafting the story and the life

you really want to live

on your journey.

Suggestion #4

how you speak
is more important
than what you say



Suggestion #4

Authenticity

Integrity

Honesty

Confidence

Competancy

etc



Suggestion #4

Care & concern

Genuine curiosity

Commitment

Trust & Respect

Humour

etc

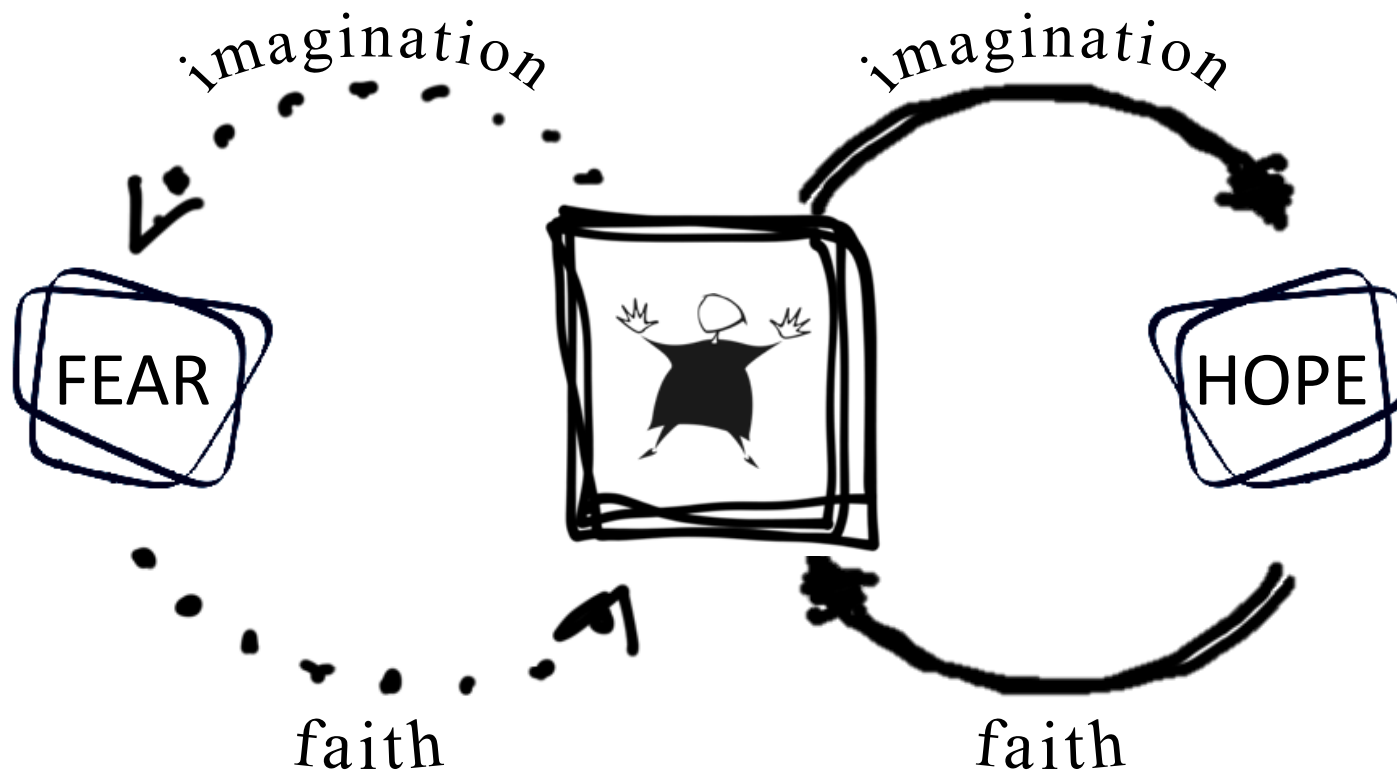


Suggestion #5

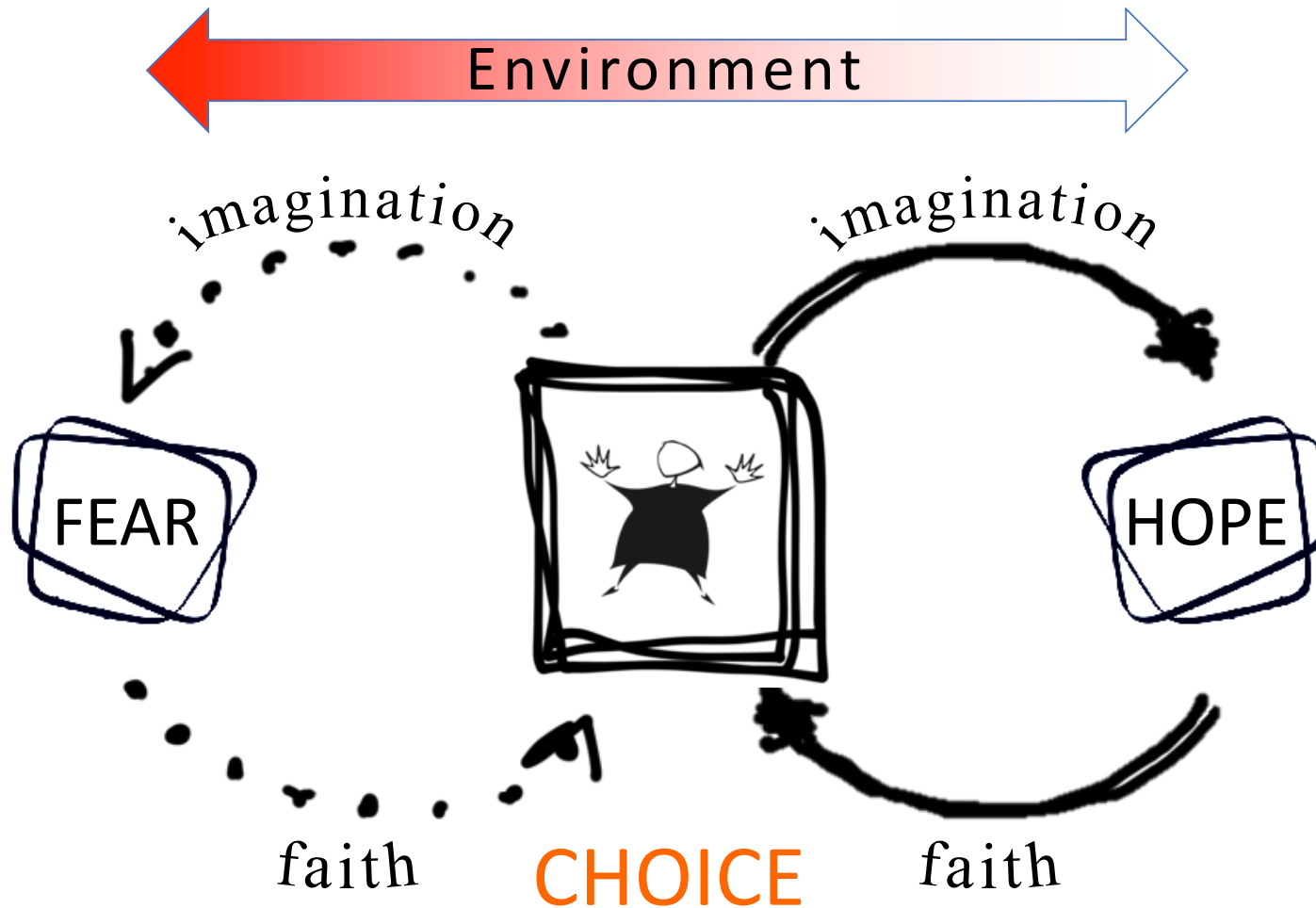
hope & how to



No Hope!
No Faith!
No Imagination!



Hardwired for Hope!



Suggestion #5

don't just tell them
something is possible
show them



Do mazes
have dead
ends?



NO!

THEY HAVE CURVES!



Suggestion #6

a memorable takeaway

a thought, a trigger, or
something they can do



cat having worked ~~real~~ very
hard to get somewhere, now
wondering where it is she
really got.



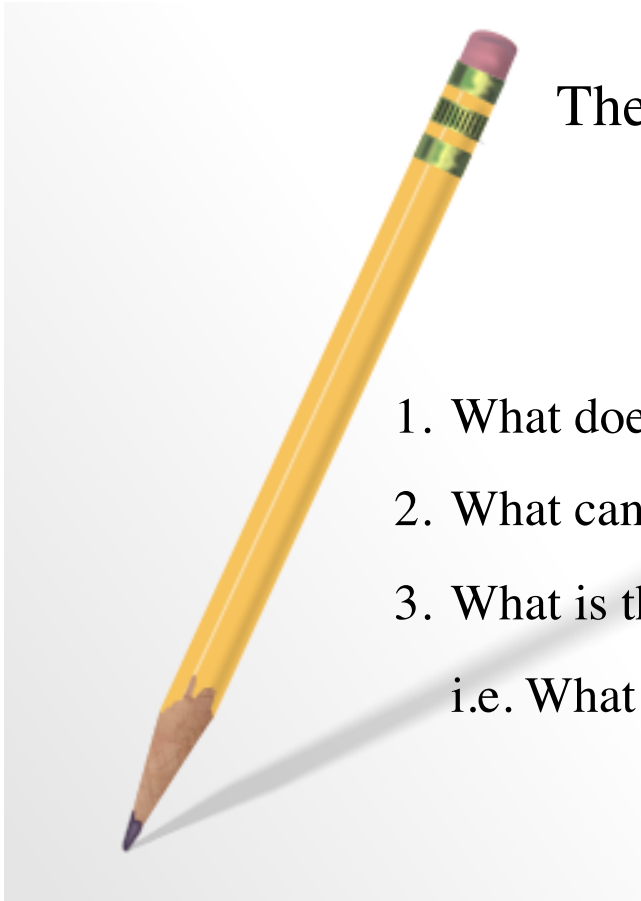
Stine

Guiding Circles Career Exploration

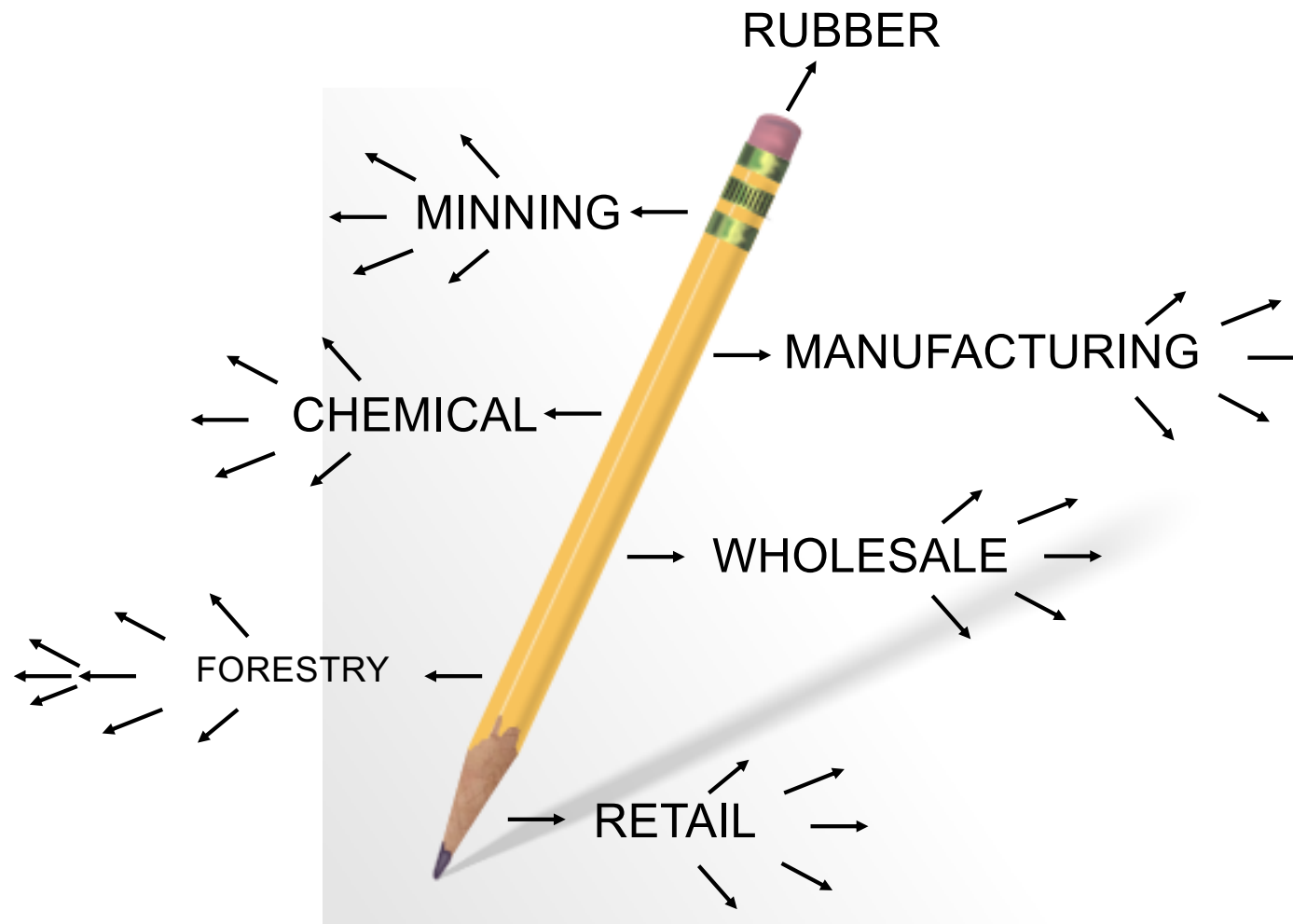
The super-duper career exploration tool

The Pencil

1. What does the pencil tell you about the career journey?
2. What can you do with a pencil?
3. What is the work history of the pencil?
i.e. What jobs have to occur to get a pencil?

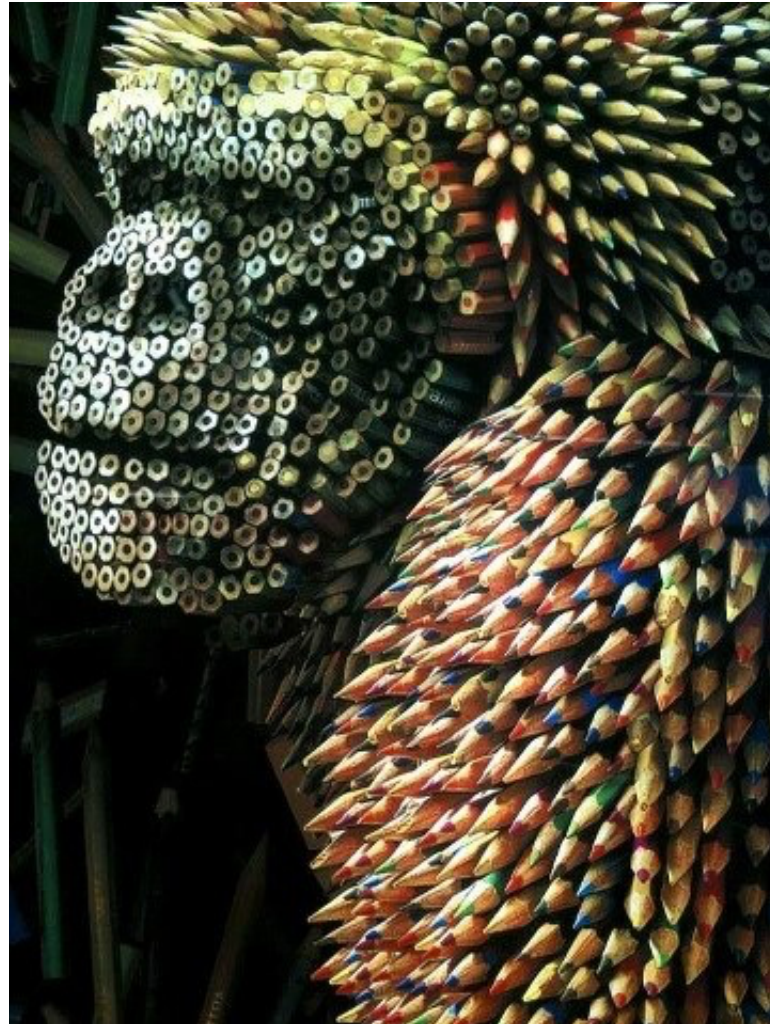


What is the work history of the pencil?



The Pencil

Tess Shea



Possibilities Stimuli

MY WEB OF STORIES



WORLD WIDE WEB OF WORK

To receive a powerpoint handout:



Drop off a business card or
your name and email up front
or email me.

Gray Poehnell

graypoehnell@mac.com

www.ergoncommunications.com

