

GEN0307

MIRACLE OF THOUGHT

Chapter 8

Emphatic Listening

OVERVIEW

Concept

Level of
Emphatic
Listening

Improvement

Improtance

Tools

Concept of Emphatic Listening

Concept of Emphatic Listening

“Listening to understand and pay attention (Empathic Listening) will be listening attentively. Understanding and not judging and living with the story of the person told all the time is different from hearing (hear) hearing the sound. May or may not remember the content, but not intentionally and not with the storyteller. Maybe in Thai you will say Enter the left ear and go through the right ear. but still heard”

Concept of Emphatic Listening

“**Empathy listening** is the skill of being able to understand another person's thoughts, emotions, or feelings without being self-centered, and Can catch and hear what your target audience isn't saying and get the point across. Which must listen to the words he said and listen to what is not said Which must be observed in both body language (Body language)”

Emphatic Listening VS Sympatric Listening



The ability to understand the feelings of others.

VS



Compassion

Difference Between Empathy and Sympathy

Empathy is a shared feeling for what happens, whether suffering or happiness, they feel together.

Sympathy is a feeling of sympathy and understanding of the situation of another, not of the other person.

Level of Emphatic Listening

Level of Emphatic Listening



Level of Emphatic Listening

Non-Listening

The target audience says whatever. The listener is not interested in listening or listening to the left ear through the right ear, for example. lack of eye contact or acts like a busy verb, ignoring the person in front of you Listening to playing on the phone Like a person talking alone in front of a mirror.

Pseudo listening

It's a verb, a gesture like listening, having a response, or while listening, thinking in your head that I will say something later, but enough to review that Hear anything, but can't answer because he doesn't listen.

Level of Emphatic Listening

Defensive Listening

Listening only to what interests you
Curious about what they think is useful
Any matter is not interested
It's not my own business, I don't care.

Appreciative Listening

Greatly improved listening, being aware of the content of the customer or target audience.
verbal response or answer the word understand and recognize various stories, listen to collect information, complete everything.

Level of Emphatic Listening

Empathy Listening

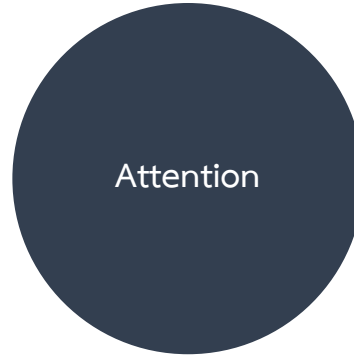
It is a holistic listening to understand the content, emotions, feelings, ideas, problems, needs of customers or target groups by the listener listening within the frame of the speaker. By not making any judgments or evaluations on their own identity, it is listening with the heart (listen with heart), listening to truly understand the identity of the speaker. can also reflect the feelings, thoughts, or emotions of the speaker as the speaker speaks.

Improve Emphatic Listening

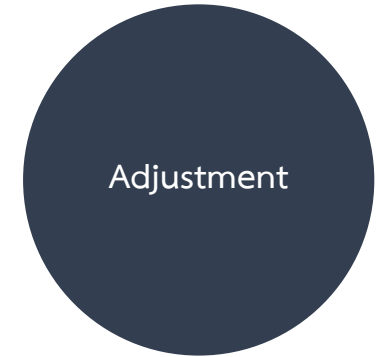
Improve Emphatic Listening



willingness to listen without prejudice If you start with a prejudice in your mind, for example, you don't like this already. or thought before that something was wrong will make it impossible to listen to the whole story until the end to understand.



attention to the voice of the other party Pay attention to what the other person has to say. without taking big ideas Wait to hear all the reasons and stories of the other party until the end before thinking and processing accordingly.



optimizing mood and thoughts To choose how to respond or add comments Through consideration by evaluating what was heard lead to learning or change.

Improve Emphatic Listening

1. **Listen before you speak:** First of all, don't think of yourself as the center. Don't just listen to our feelings. but to pay more attention to others Don't cut off or give orders abruptly. Try to listen carefully to other people's opinions first. Try to analyze what he wants and how he feels. Then tell me what's on your mind.
2. **Don't jump to conclusions:** some things may not always be what we think. It will help us to find ways of working to achieve better success. From not hastily summarizing first, for example, when subordinates have offered jobs or consulted with us We should not presume to suggest or intervene immediately. But we should try to let the subordinates say everything out first.
3. **Take on the role of him:** each person is different. Let's try to imagine what if we were him, it would be able to make us understand him more.
4. **Know how to ask artistically:** To truly understand others is not only about listening carefully. But understanding and asking questions will help us understand the other person even more. It's not asking enough to pass by. or hurry to make a decision
5. **Don't forget that other people have the same feelings as us :** Don't forget that everyone has feelings. If you put in too much work, it can make you forget the feelings of your colleagues. If you have to come across bad words that even we don't want to hear Others didn't want to hear it either.

Importance of Emphatic Listening

Importance of Emphatic Listening

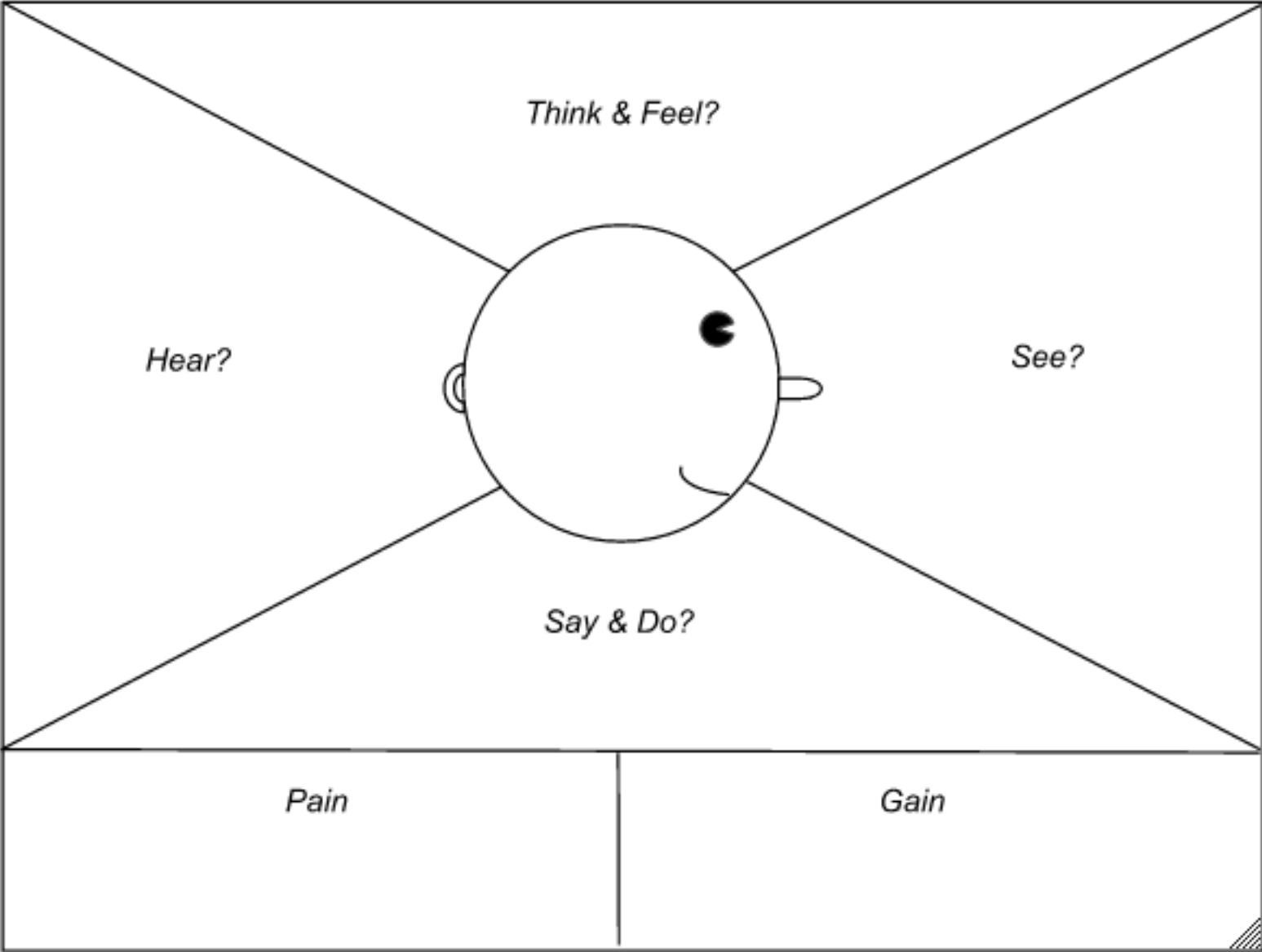
- 1. Create a good work environment:** listening to others with empathy will help you to understand them deeply. and understand that Sometimes people share some common ground when they show empathy for each other. There will be a feeling of wanting to extend a hand to help. There is a reciprocity to live with each other. and help create a good working atmosphere This makes it easier to work as a team.
- 2. Reduce interpersonal bias:** may have been cultivated that A person with this kind of personality is a bad person. Or is someone who is not associative. But if one day we get a chance to talk or listen to the person in front of us understandably will be able to overthrow all prejudices. We will better understand the reasons for the actions of the other party. Not deciding on someone, just hearing each other
- 3. Encourages creativity and innovation:** Empathic Communication It plays a very important role in creative work. Starting from the first stage of Design Thinking, we must try to listen and understand the problems of customers and users and use those Consumer Insights to design products and services that meet their needs. In addition to working together with the team This skill will allow us to be open to other people's ideas. understand each other's reasons able to communicate without interruption Create an atmosphere that stimulates creativity that leads to the development of quality of products and services and creating new innovations. to occur in the organization

Emphatic Listening Tools

Emphatic Listening Tools

Empathy Map is a tool used to create maps of people understanding. to understand the real problems and needs

1. Think and Feel – Understand what the speaker thinks and feels.
2. Hear – Hear essential information whether from speakers or family or even social media. These things can affect the feeling.
3. See – look at the sight or surroundings of the speaker
4. Say and Do – what the speaker says Speak or act with a focus on whether behaviors and attitudes are consistent or not.
5. Pain – Looking at the listener's inner problems, what they like and don't like. Including obstacles that will make work difficult.
6. Gain – What is the speaker gain from this conversation?



Emphatic Listening Tools

Empathic listening techniques

1. Create a safe space Create a safe zone (Save Zone) to feel that the listening area is safe and unaffected by participating in the process.
2. Do not judge the stories heard It should be listened to to understand the story of the storyteller in order to persuade him to overcome obstacles or obstacles and allow him to cross by himself. Mindset by believing that people can do their best under the resources available at that time. And the listener is a mirror that reflects images and stories.
3. Pay full attention to the person ahead. While listening, the phone volume should be muted. And can show that we are with him and are fully interested in him, whether it is looking in the eyes, smiling slightly, leaning slightly, etc.
4. Listen deeply and distinguish whether it is fact (fact) or feeling (feeling). What is told is true (Fact) or feeling (Feeling) in order to be able to reflect and see the picture of yourself, listen to listen, not listen in order to respond, ask back or return.

Emphatic Listening Tools

Empathic listening techniques

5. Don't be afraid of silence There will be quiet moments during the conversation, don't be afraid of silence. don't rush to ask Don't be in a hurry to break that silence. Because the narrator is about to realize within afraid of silence sometimes "Silence is beautiful" that makes me have time to be with myself.
6. Repeat the words heard Repeating words so that the listener can hear their own voice through it is sometimes like looking in a mirror. I saw my own thoughts, feelings, beliefs from the words that had been repeated what was said.
7. Be careful with the sounds used during listening. The use of sounds that are listening or agreeing, such as hum, uh, oh, oh, ah, or various sounds, encourages the storyteller to tell the story. or feel We are with him all the time. But sometimes when listening And then there are too many of these sounds. may lead to the misunderstanding of agreeing with the story told and making the narrator unwilling to continue telling the story.

Workshop

Emphatic Listening Workshop

1. Who are you?
2. What is important to you?
3. What kind of inspiration do you have?
4. What is your success?
5. What are your obstacles?
6. What kind of beliefs do you have?



Assignment

Design products or services based on Design Thinking principles along with an Empathy Map that meets the needs of Bangkok residents in the Covid-19 era.