

# PERSONAL LISTENING PROFILE®

## LEARNING SOLUTIONS

**Looking to improve employee morale, boost performance and increase the bottom line with more effective communication? Start with listening skills—only by listening effectively can people respond appropriately.**

### **LEARN TO LISTEN AND RESPOND WITH PURPOSE**

Listening is more than hearing. Listening is the ability to receive, interpret, and respond to verbal messages and body language in ways that are appropriate to the purpose. It's estimated that people screen out or misunderstand the meaning of a message in over 70 percent of communications, making listening the biggest contributing factor to miscommunication.

### **DISCOVER THE IMPACT OF DIFFERENT LISTENING APPROACHES**

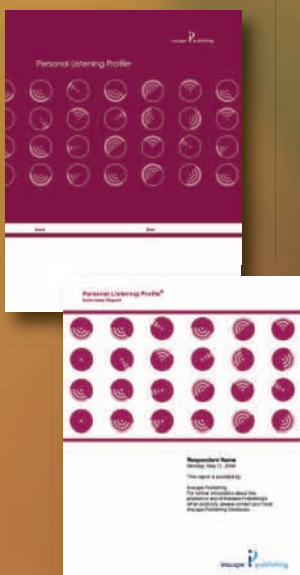
The *Personal Listening Profile*® helps individuals identify which of the five listening approaches they use to process, organize, store, and retrieve information:

- Appreciative: Listens in a relaxed manner, seeks enjoyment, entertainment, or inspiration.
- Empathic: Listens without judging, is supportive of the speaker, and learns from the experiences of others.
- Comprehensive: Listens to organize and make sense of information by understanding relationships among ideas.
- Discerning: Listens to get complete information, understand the main message, and determine important details.
- Evaluative: Listens in order to make a decision based on information provided and may accept or reject messages based on personal beliefs.

The *Personal Listening Profile* helps people understand when their most natural listening approach may not be appropriate, and how to adopt another approach for more successful communication.

### **ORGANIZATIONS USE THE PERSONAL LISTENING PROFILE TO**

- Enhance communication
- Strengthen customer relationships
- Improve management effectiveness
- Reduce conflict
- Develop leaders



# PERSONAL LISTENING PROFILE®

## LEARNING SOLUTIONS

### ABOUT INSCAPE PUBLISHING

Inscape Publishing, the leading provider of instrument-based learning systems, pioneered the original DISC® learning instrument over three decades ago. Today, we continue to create innovative products and services that engage, inspire, and empower individuals and organizations. Available in 25 languages in more than 50 countries, over one million people each year use Inscape's learning resources to gain insight into their attitudes, behaviors, and potential in the workplace.



### AVAILABLE REPORTS

#### EPIC Personal Listening Profile®

The EPIC (online) *Personal Listening Profile*® highlights strengths and growth areas for each listening style and provides specific suggestions for communication skills improvement. It includes a Communication Gap Analysis, allowing individuals to examine their natural listening approach, and how their natural style can impact the way a message is interpreted. Enhanced action planning encourages people to reflect on how their listening style interacts with that of others and helps them develop strategies for reducing miscommunication.

#### EPIC Personal Listening Profile Facilitator Report

The *Personal Listening Profile Facilitator Report* gives you insight into group dynamics by showing how group members use each listening approach. At a glance, you'll see the similarities and differences within your group that can lead to miscommunication. You'll also be able to identify those individuals whose scores fall outside of group averages and who may feel isolated or alienated by the dominant group culture.

#### Paper Personal Listening Profile

The paper *Personal Listening Profile* is a 16-page learning instrument that helps individuals understand how to listen more effectively in a variety of situations.

#### NEW! Personal Listening Profile Facilitator Kit

The *Personal Listening Profile Facilitator Kit* includes everything you need to conduct an engaging classroom training program. Classroom training lessons with leader's guides, PowerPoint®, and participant handouts are included to support both versions of the *Personal Listening Profile* — EPIC and paper. And, now included with the Facilitator Kit, you get 15 minutes of new, contemporary video that you can use to illustrate the different listening styles.



Leilani M. Poland

TRC-The Resource Connection LLC

525 Sheridan Blvd. Orlando, FL 32804

407-426-0511 Toll Free: 888-426-0511

leilani@resourceconnection.com

www.resourceconnection.com