

EAWLC-NCCA Canada Business Communication
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Strategies for Active Listening During High Pressure Meetings

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Today's Topic:

Active Listening Under Pressure

- What is “Active Listening”?
- Why is it important?
- Body Language Preparation
- Verbal formula E.A.R.
- Practice
- Listen for “Hot Buttons” and Press!
- Q & A



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- What is Active Listening?
 - Why should we practice it?
 - How do they *feel*?
 - ***(leads to rapport = comfort = trust = good business!)***





Body Language Preparation: SOLER Power!

- **S**quare yourself to them
- **O**pen up your body language
- **L**ean in slightly
- **E**ye contact is mandatory
- **R**elax your shoulders, whole body, and don't fidget.



Verbal Formula: E.A.R.

- **Empathize**
 - **Acknowledge**
 - **Reflect back**
 - **Want to try?**
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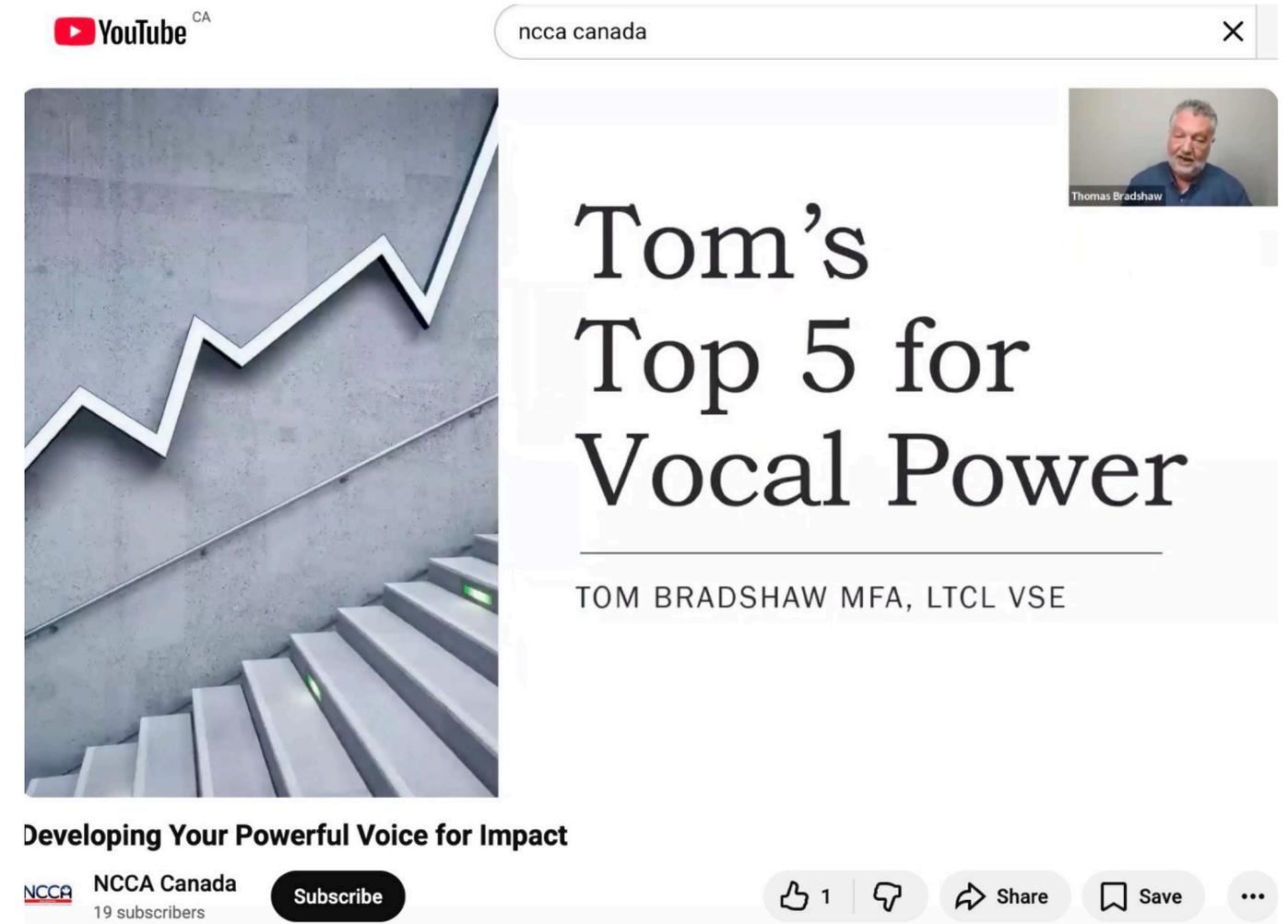
Verbal Strategy: Listen for Hot Buttons

- **a Pain Point** (*confusion, misunderstanding, challenge affecting their work etc.*)
- **'Press it' by acknowledging and repeating it**, *to confirm it to the others. Gives them relief and feeling of being understood.*
- *Examples*



Now Go Practice!

- <https://www.linkedin.com/in/communicationcoach/>
- RPhillips@nccacanada.org
- We have a newsletter, and are on X, Facebook, LinkedIn & YouTube.
- <https://www.youtube.com/@nccacanada>
- Webinar Choices: <https://www.surveymonkey.com/r/VMR6ZFW>



The image shows a YouTube video player interface. At the top left is the YouTube logo. A search bar at the top right contains the text 'ncca canada' and a close button. The video thumbnail features a white line graph on a grey wall above a set of stairs. The video title is 'Tom's Top 5 for Vocal Power' in a large, serif font. Below the title, the presenter's name 'TOM BRADSHAW MFA, LTCL VSE' is displayed. A small video inset in the top right corner shows a man, identified as Thomas Bradshaw. At the bottom of the player, the video title 'Developing Your Powerful Voice for Impact' is shown. Below that, the channel name 'NCCA Canada' is listed with '19 subscribers' and a 'Subscribe' button. On the far right, there are icons for 'Like' (with a count of 1), 'Dislike', 'Share', 'Save', and a menu icon.