



Neely

Everyone deserves a little couch-time.



Reflective Listening The Power of Silence

Douglas E. Noll



“You talk when you cease to be at peace with your thoughts, and when you can no longer dwell in the solitude of your heart”

Khahlil Gibran

Silence in Communication



Types of Silence

- Pause
- Absence of talk
- Not speaking
- Eloquent silence
- Poignant silence
- Angry or stern silence
- Empathic silence





The Underestimated Strategy



The Roles of Silence

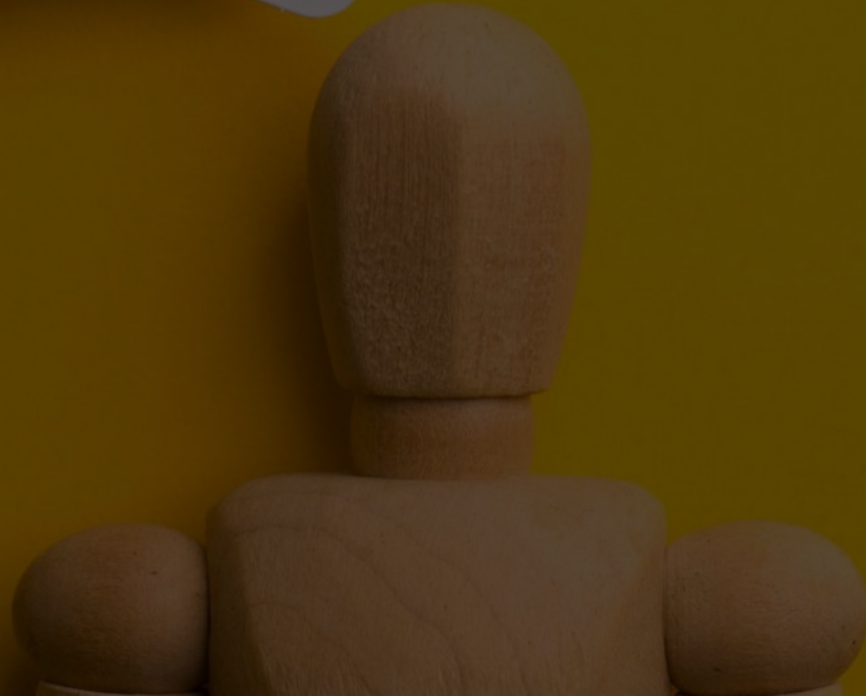
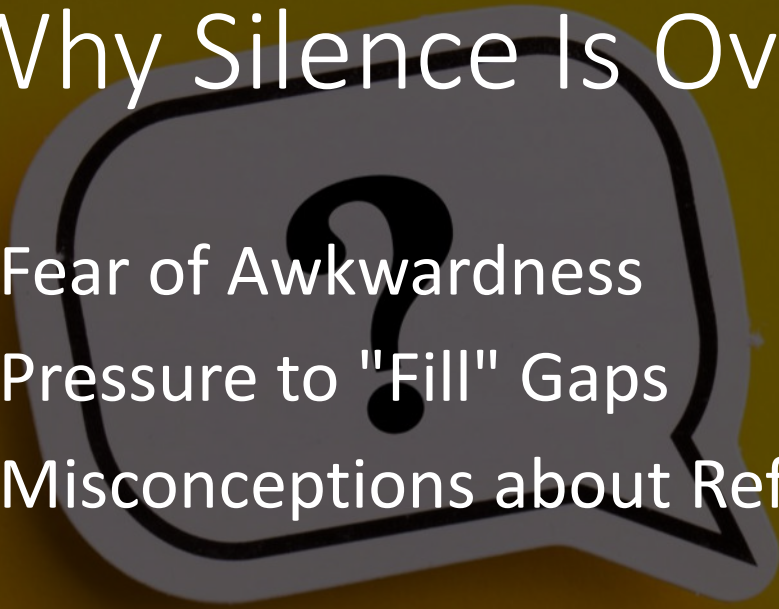
- Reflective Listening
- Enhancing Understanding
- Encouraging Reflection
- Creating Space
- Slowing Down
- Managing Difficult Conversations



The Anxiety Factor

Why Silence Is Overlooked

- Fear of Awkwardness
- Pressure to "Fill" Gaps
- Misconceptions about Reflective Listening



Overcoming Fear




SIT IN YOUR OWN
SILENCE



BUILD EMOTIONAL
SELF-AWARENESS



LISTEN TO EMOTIONS,
NOT WORDS



Reflective Listening and Silence

- Silence allows full expression without interruption
- Provides space for deeper understanding
- Encourages the other to share more
- Provides the experience of "Listening Another Into Existence"



Silence in Difficult Conversations

- Allows emotional processing
- Prevents emotional reactivity
- Promotes empathy
- Allows for emotional self-regulation



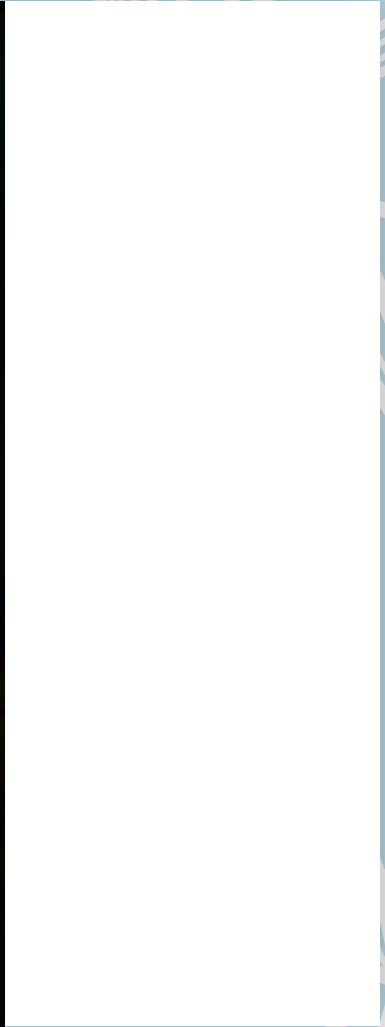
Using Silence

- Be mindful of your speaking pace
- Use open-ended questions (TED)
- Use silence as a tool for reflection and decision-making





**CONFUSE
THEM
WITH YOUR
SILENCE!**





CONCLUSION AND Q&A

- Recap
- The Way Forward
- Questions
- <https://dournoll.com>
- [doug@dournoll.](mailto:doug@dournoll)



☐ Online:

- ☐ www.neelyeap.com company page
- ☐ Live CONNECT
- ☐ iConnect You App
- ☐ Use your company code from benefits flyer

☐ **24/7 Hotline: 866-212-6096**

Access Your NEAP Benefits



MANAGER ASSIST™

Sometimes managers need some help managing it all.

As a manager, supervisor or team leader your employer expects you to handle a lot of responsibility at work, while also balancing personal and family obligations. To support you with these challenges your Manager Assist service is available to provide free, confidential information, referrals and counseling. Support is available on topics including work-life balance, recognizing troubled employees, discussing difficult subjects, workplace transition, handling grievances, stress management, referring employees to counseling, and more.

Your Manager Assist service is a free, confidential and independent resource to help you manage your employees, identify concerning employee behaviors before they become challenging, and help your team run more smoothly overall. Available any time, any day, by phone, email or online.

ALWAYS AVAILABLE, FREE, CONFIDENTIAL ASSISTANCE

MANAGER ASSIST LINE: 1-877-249-4751

FAX NUMBER: 1-866-240-3933

EMAIL: admin@neelyeap.com



EAP Benefit Spotlight



The Roles of Silence

Creating Space

Be genuine and authentic

Reflective Listening

Listen another person into existence

Encouraging Reflection

Time to process emotion

Managing Difficult Conversations

Time to reflect



Enhancing Understanding

Just sit with it

Slowing Down

Control difficult conversations