



KEYNOTE 1: CULTURE

The Art of Active Listening

Active listening is the doorway to increased belonging, loyalty, profitability and innovation. It is the difference between thinking we understand what people want and knowing what they want.

For the last 12 years, Heather has reviewed over 25,000 employee engagement surveys as well as facilitated numerous listening sessions. She has distilled that knowledge into actionable insights that equip your people with the interpersonal skills they need to make others feel seen, heard, and valued in every interaction.



This program is perfect for leaders and teams:

- ✓ Working to improve the culture at work to ensure everyone feels heard, valued, and appreciated
- ✓ Seeking to understand employees, prospects, or customers to better meet their needs
- ✓ Supporting others at work to become more engaged, motivated, and productive

In this keynote, Heather introduces a new change model for organizational listening which she illustrates in five steps. The audience will leave with:

- ✓ The understanding of how to practice active listening with those who look to them for guidance
- ✓ A listening process that will unlock valuable insights and deliver desired outcomes
- ✓ The one success characteristic they need to reach their goals and create win-win scenarios at work

Heather R Younger ranks as one of the *very best* speakers and thought leaders ever encountered on DEI initiatives.



At Xerox's Diversity, Inclusion and Belonging 'All of Us Together' event, she delivered a dynamic and engaging presentation on the topic of intersectionality as the keynote speaker. Heather shared the importance of whole self-leadership, and how to use intersectionality to make connection points that help strengthen our culture."

Yetta Toliver | Global Head of Diversity, Inclusion and Belonging, Xerox