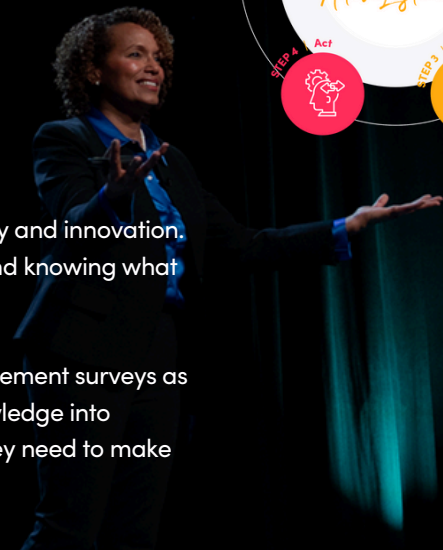
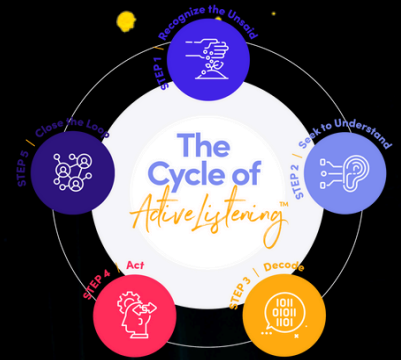




KEYNOTE 3: CULTURE

# The Art of Active Listening: The Key to Making Anyone Feel Heard and Valued



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 30,000 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 really *helped* us move the needle.



We brought her onboard to help facilitate a series of virtual workshops on diversity and belonging, and the feedback was extremely positive. Heather did an excellent job of taking our top takeaways from the workshops and helping us prioritize which to focus on first. We’ve built some great momentum since then, and witnessed a shift in how our people prioritize diversity and belonging. Employees now feel more able to be themselves within their teams, safe enough to discuss their differences, and better equipped to voice concerns without fear of the consequences.”

Karyn Gonzales | Director, Payor Partnerships at DaVita Inc.