



The ROI of Changing the Way We Listen

How listening alone increased productivity and saved a team both time and money

Role: Manager, Construction Design

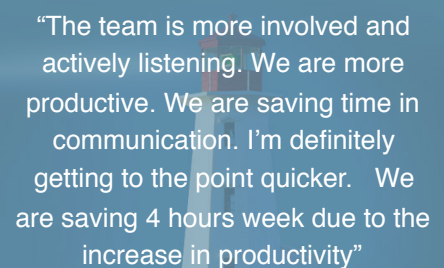
Situation at Start: Alison was eager to learn and hoped to discover a simple solution that she could apply instantly with her team. She sought solutions that were easy to use in complex situations.

Solution: Through leadership coaching and training, Alison focused on how to get more from her team. She began to explore what she was missing out on by engaging in her old ways, and look at what was getting in the way of having direct conversations.

Personal Transformation: Alison's biggest "aha" moment resulted from the training around generous listening. This new way of listening enabled her to be more present, empowering, and focused when engaging in conversation. She quickly realized all the information she was missing out on in conversations. Quite simply, if she engaged in listening differently, it could change the organization.

Result: As a result of shifting the way she listened, there was an impact on how the greater team listened. The team became more productive. They were saving time in communication, getting to the root of issues more quickly.

Financial Pay-Off: By focusing on listening, Alison and her team were able to save four hours week due to the increase in productivity. This resulted in a cost savings of \$11,856 for Alison and her team.



"The team is more involved and actively listening. We are more productive. We are saving time in communication. I'm definitely getting to the point quicker. We are saving 4 hours week due to the increase in productivity"

-Alison K.

ROI data presented is sourced from impact studies conducted by Henley Leadership Group on programs and coaching engagements. Names have been changed; details of the organization have been disguised to protect the identity of the individual and the organization.