

# VoicePrint Practitioners' Webinar

The Listening Profile

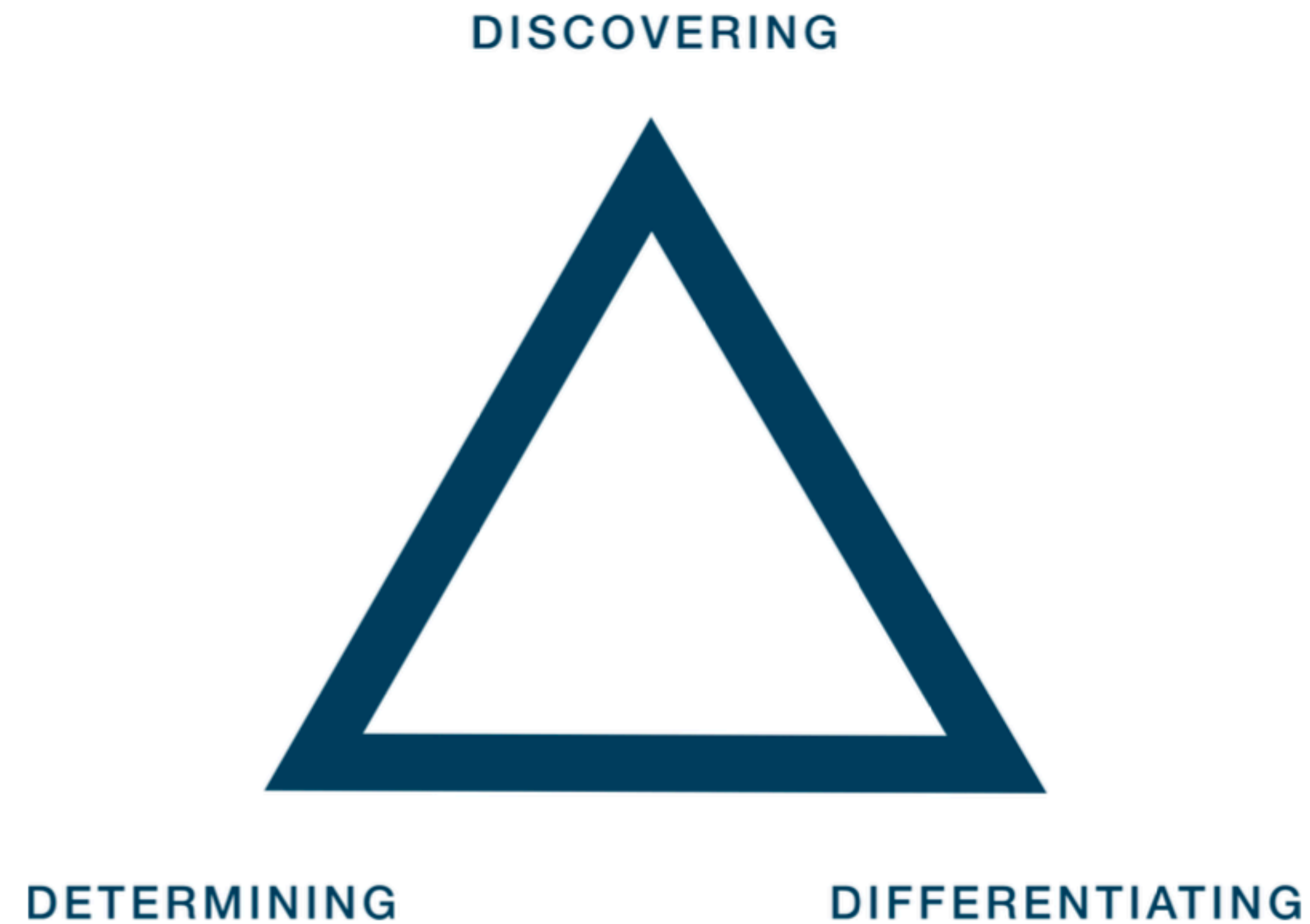
Alan Robertson, 11 February 2025

# Purpose

By the end of this webinar you will have

- An explanation of why the Listening Profile matters
- An understanding of its format
- An acquaintance with its graphics
- Enough to start using it

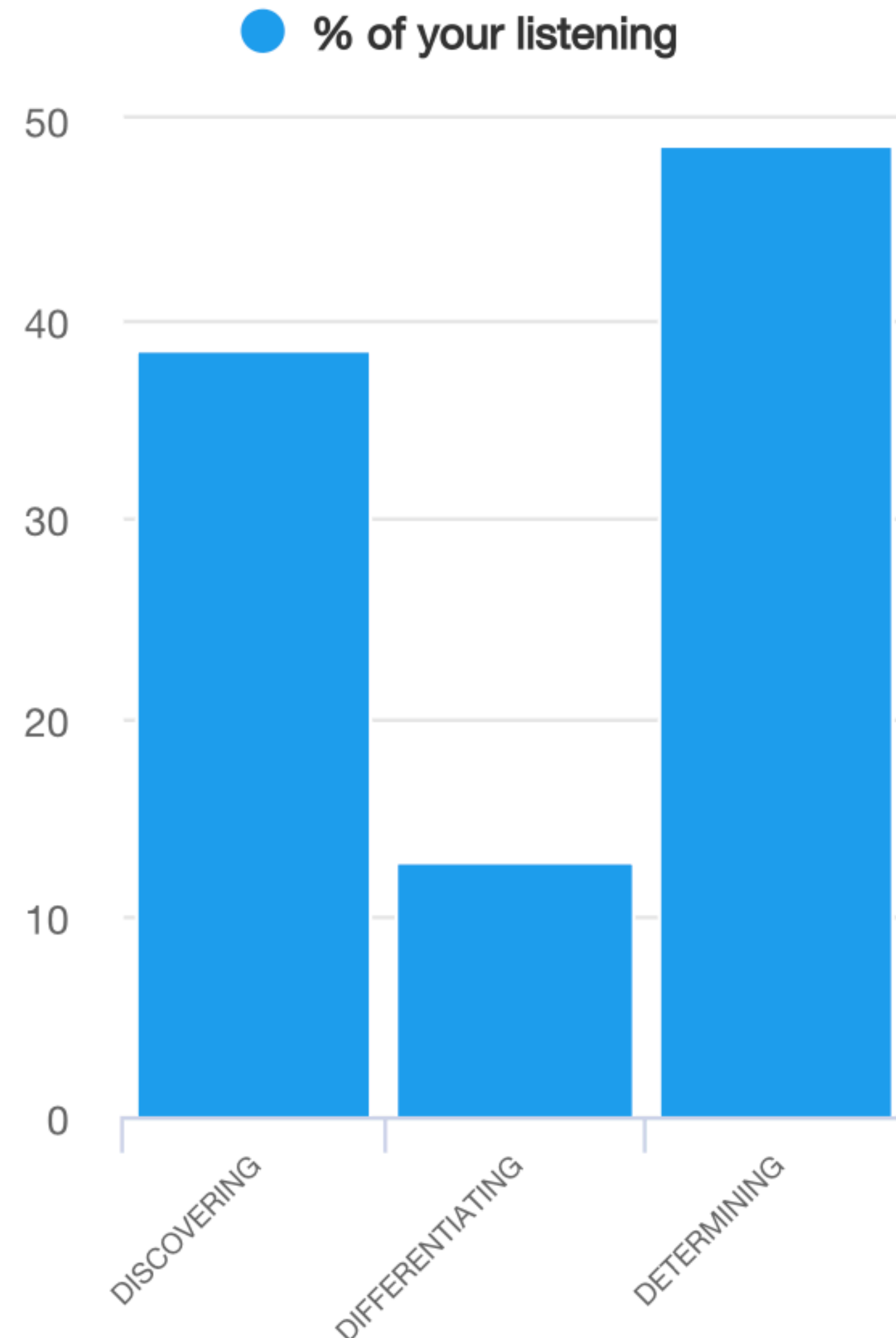
It's difficult to give people our undivided attention  
but we can be more aware of where it's going



# How this individual divides their attention

A starting point for reflection

Reflective questions  
throughout the profile  
report

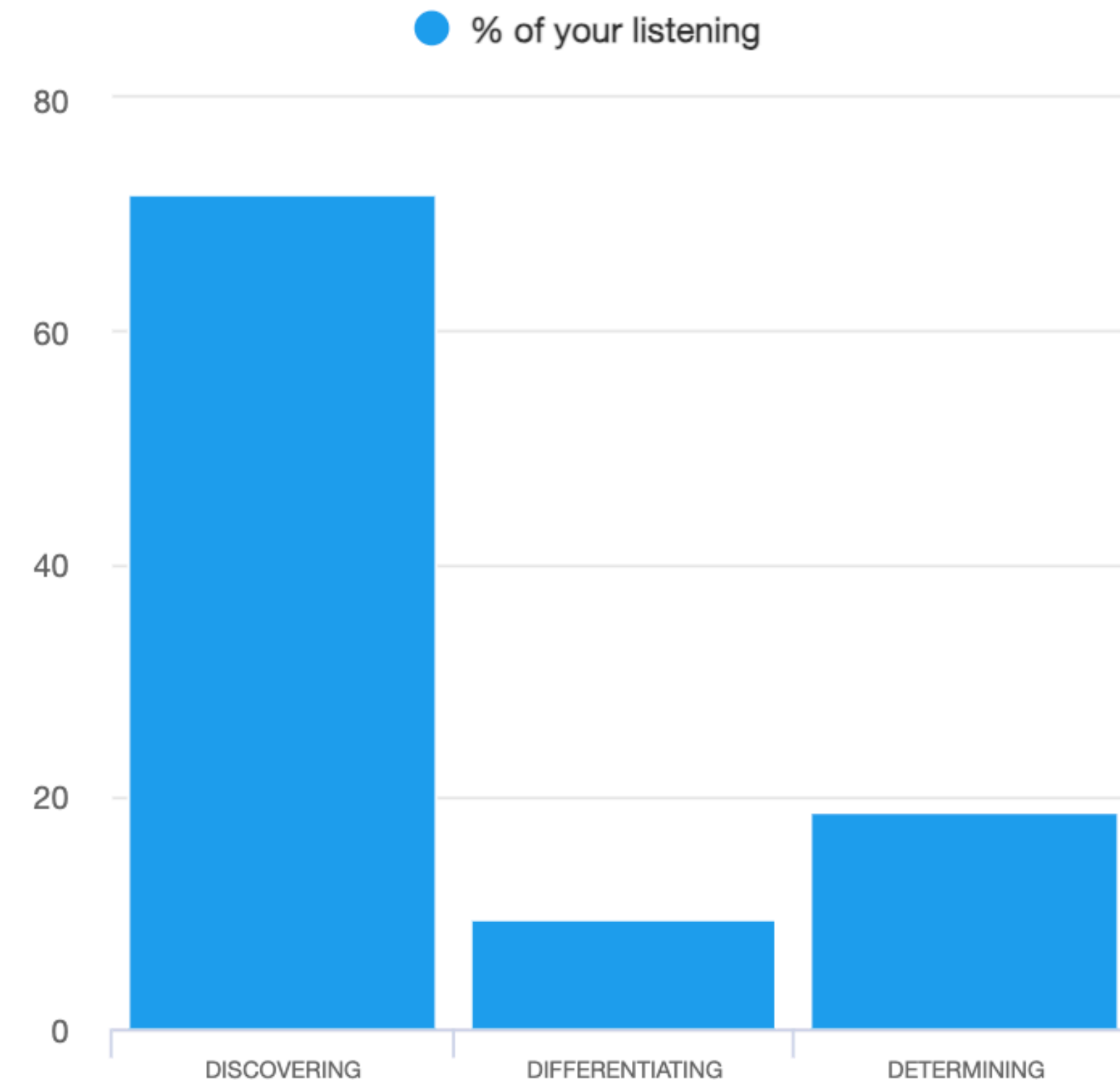


# How that relates to listeners generally may help to clarify where development might be useful

	Very low (lowest 10%)	Low (next 15%)	Medium (middle 50%)	High (next 15%)	Very high (top 10%)
DISCOVERING					
DIFFERENTIATING					
DETERMINING					

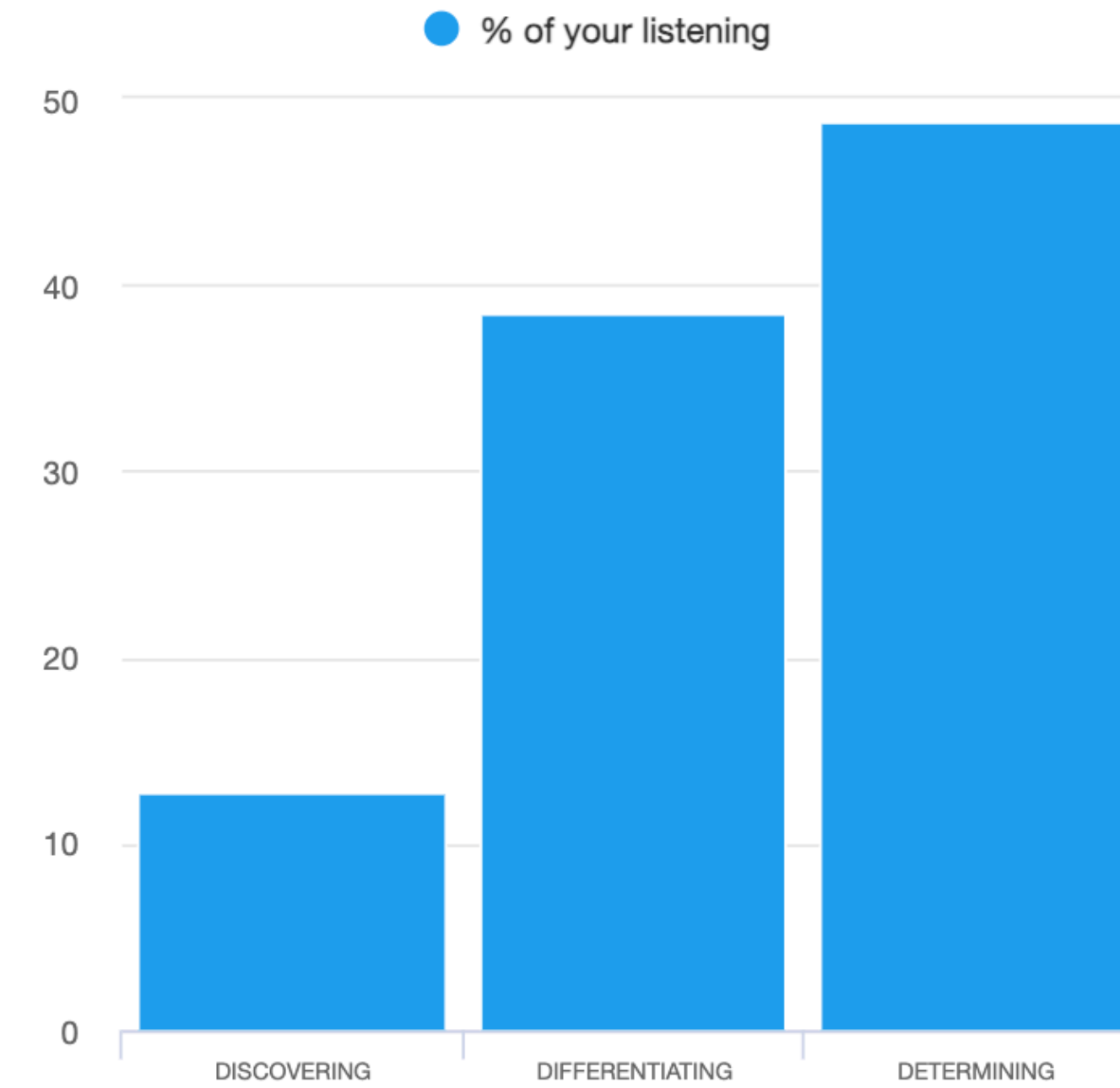
Figure 2: your division of listening by comparison with other people

# Individuals are different and for good reasons



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DISCOVERING					
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# Hot buttons can hijack our attention

So what triggers this listener? (See Questions 5 & 9)

Your hot button	Triggered by	May impair this aspect of your listening
	Feeling interrogated or overwhelmed. Too much exploration and too little action.	DISCOVERING
	Feeling patronised or talked at. Individuals dominating the discussion.	DIFFERENTIATING
	Feeling criticised or attacked. Being told what to do.	DETERMINING

Figure 3: Sensitivities that may impair your listening



# Self-Talk is also calling on our attention

Being aware of how helps us to manage it (See Questions 6 & 7)

Pressure point	Triggered by	May reflect over concern with
	A tendency to be over-analytical and concern with unanswered questions	DISCOVERING
	A tendency to be too concerned with how things are expressed and needing to speak out	DIFFERENTIATING
	A tendency to be self critical and feeling pressure to meet your responsibilities	DETERMINING

Figure 4: potential distractions in your self-talk

# Useful clues can be anywhere including the original scores

- 1, 2, 3 very common
- 4, 5, 6, 7 are high
- 0 may be worth exploring

Q5	I find it most difficult to give people my undivided attention...								
a	when I feel interrogated or overwhelmed	0	1	2	3	4	5	6	7
b	when I feel patronised or talked at	0	1	2	3	4	5	6	7
c	when I feel criticised or attacked	0	1	2	3	4	5	6	7
Q6	My self-talk has a tendency to be...								
a	self-critical	0	1	2	3	4	5	6	7
b	over-analytical	0	1	2	3	4	5	6	7
c	very concerned with how things are expressed	0	1	2	3	4	5	6	7
Q7	When I'm feeling stressed, my listening may be distracted by...								
a	outstanding questions	0	1	2	3	4	5	6	7
b	pressure to do what is expected	0	1	2	3	4	5	6	7
c	needing to speak out	0	1	2	3	4	5	6	7
Q8	My listening may be somewhat biased by....								
a	my own opinions	0	1	2	3	4	5	6	7
b	my preference for order	0	1	2	3	4	5	6	7
c	my sense of curiosity	0	1	2	3	4	5	6	7
Q9	My impatience is most commonly triggered by...								
a	individuals dominating the discussion	0	1	2	3	4	5	6	7
b	being told what to do	0	1	2	3	4	5	6	7
c	too much exploration and too little action	0	1	2	3	4	5	6	7

# Another reflective exercise

To sharpen in-the-moment awareness

	Listening	Talking	Talking with others	Talking to myself	Listening to others	Listening to myself
High						
Moderate						
Low						

Activity	When is it important for me and what's it like?
Talking with others	
Talking to myself	
Listening to others	
Listening to myself	

# How does their listening relate to their voices?

(Or is there a better question?)

	Your listening profile	Your voices profile	Your voice tendencies, overall and under pressure (P)					Your voices pressure profile	
	%	%		Very Low	Low	Medium	High	Very high	%
Discovering/Exploring	38	49	Probe			P			58
			Inquire			P			
			Diagnose			P			
Differentiating/Positioning	13	34	Articulate			P			38
			Advocate		P				
			Advise		P				
Determining/Controlling	49	16	Challenge	P					4
			Direct		P				
			Evaluate	P					

# Which (inner) voices help us to manage our attention?

To use our listening time to good effect

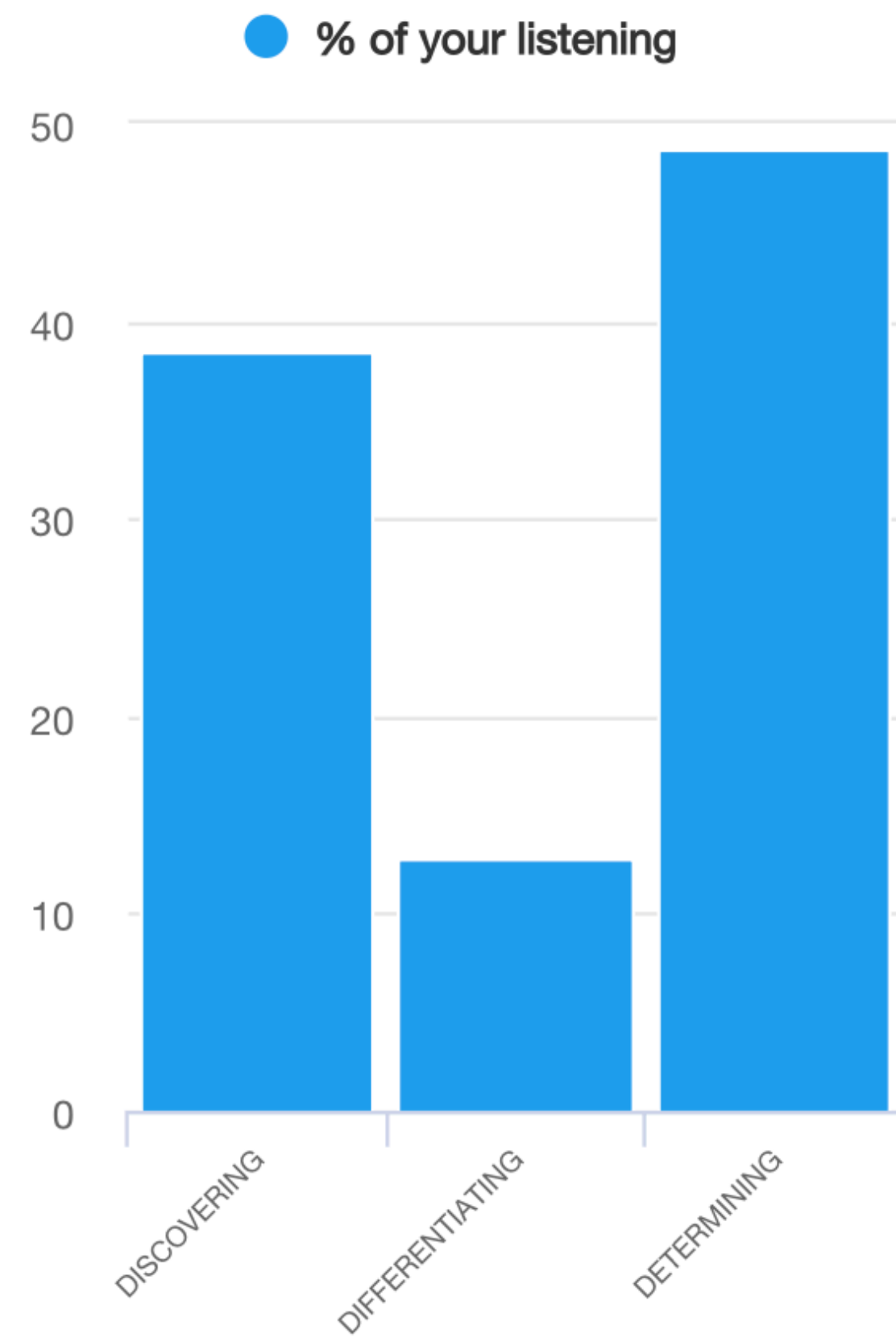
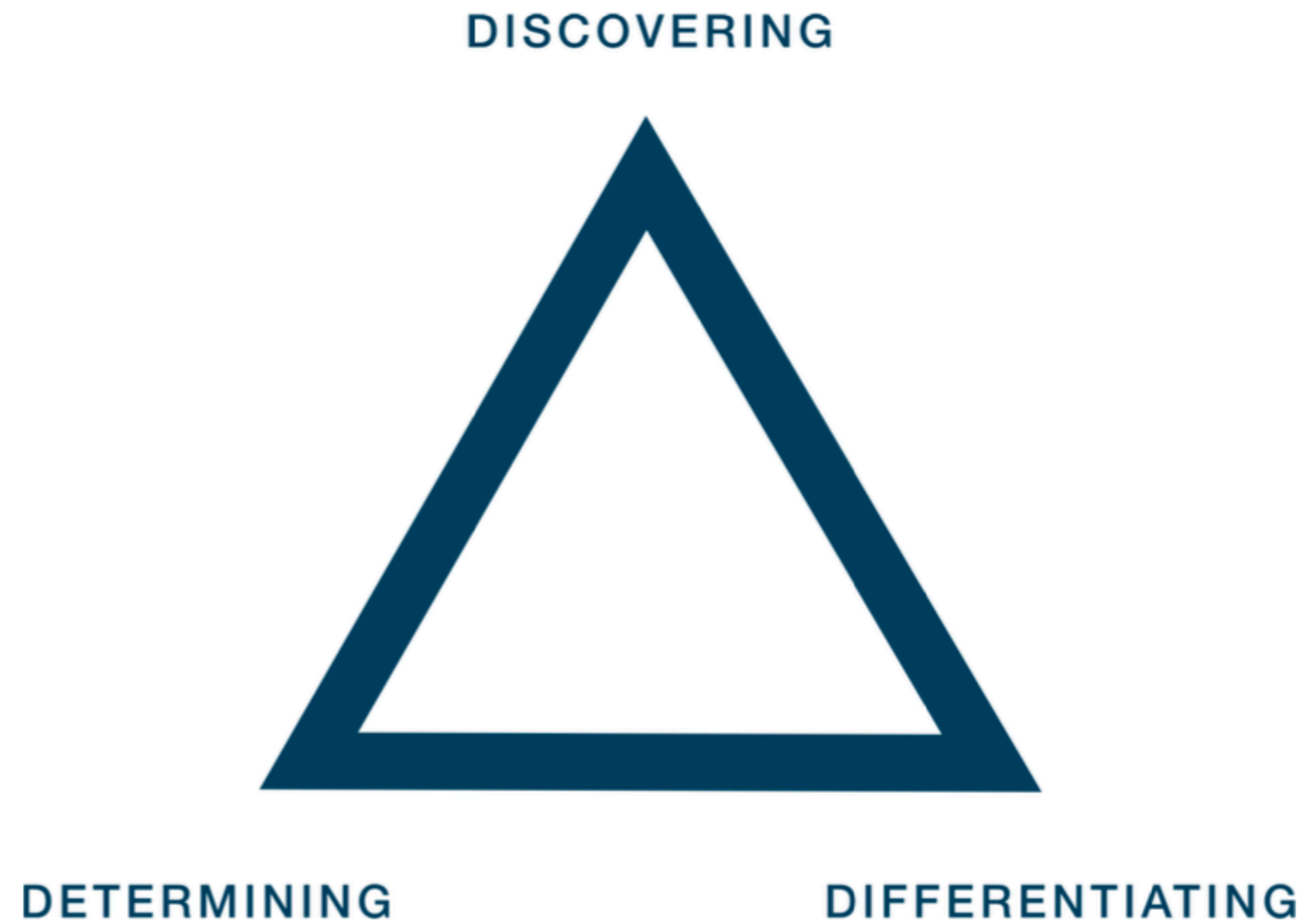


Figure 1: how you currently tend to apportion your attention

	Your listening profile	Your voices profile	Your voice tendencies, overall and under pressure (P)					Your voices pressure profile	
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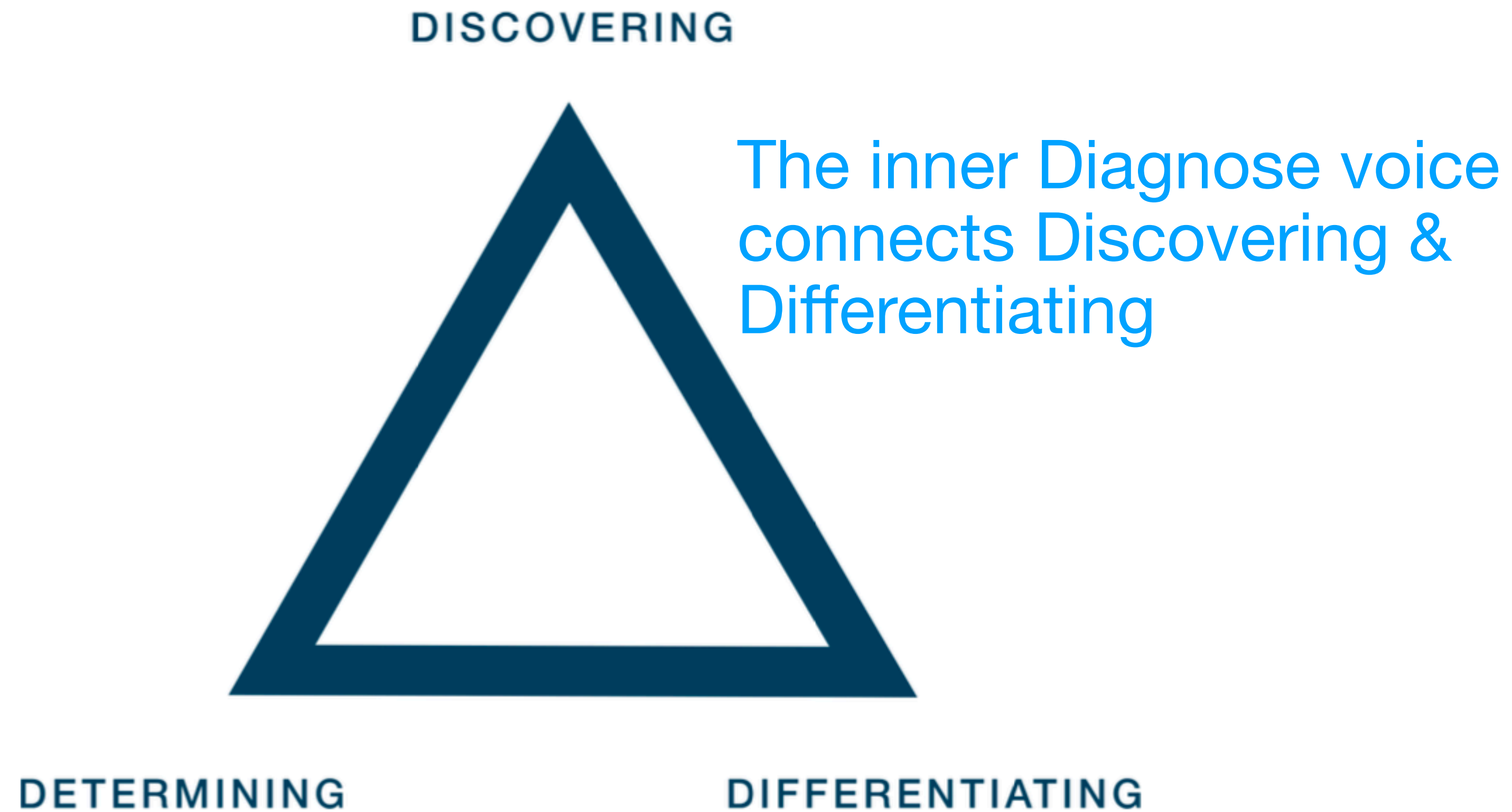
# The vital bridging role of certain inner voices

Which ones?



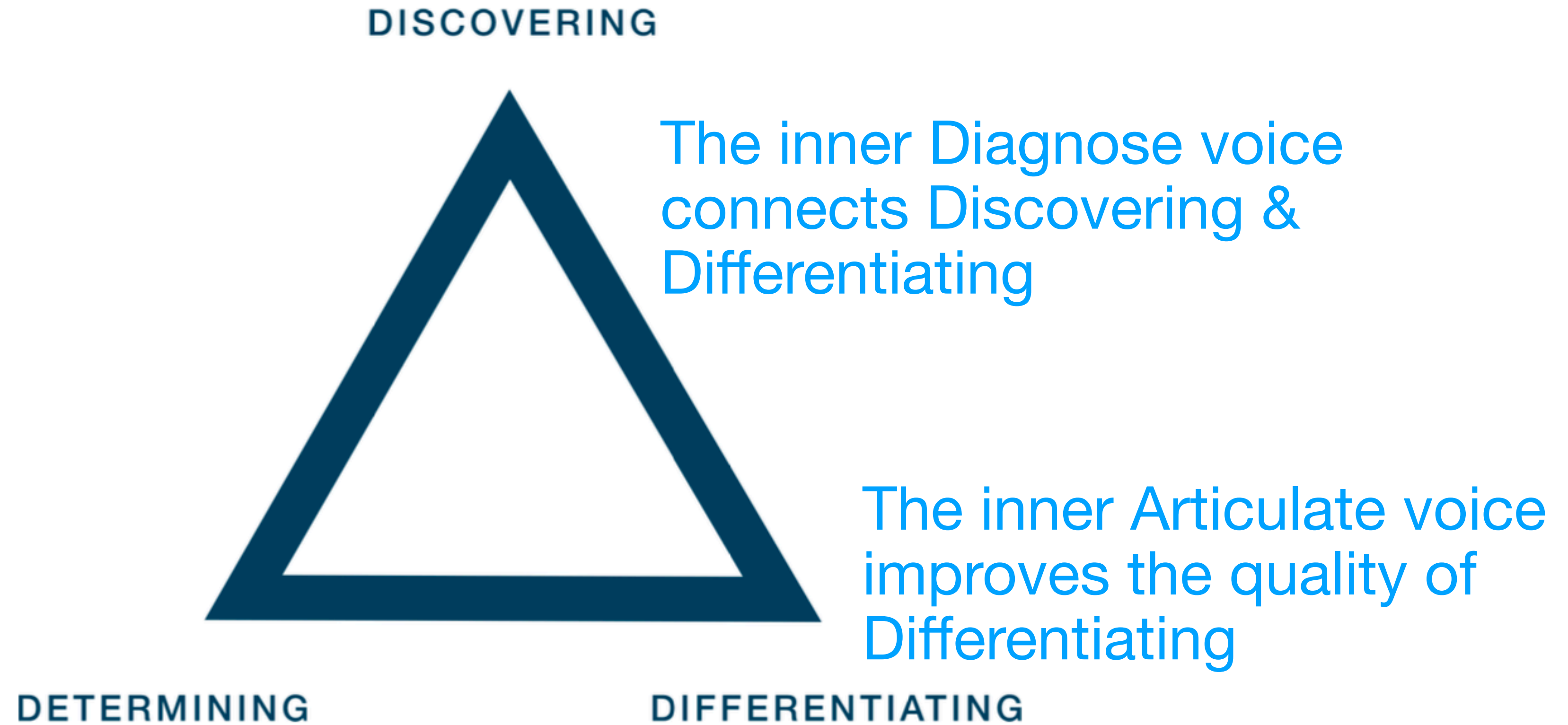
# The vital bridging role of certain inner voices

Diagnose...



# The vital bridging role of certain inner voices

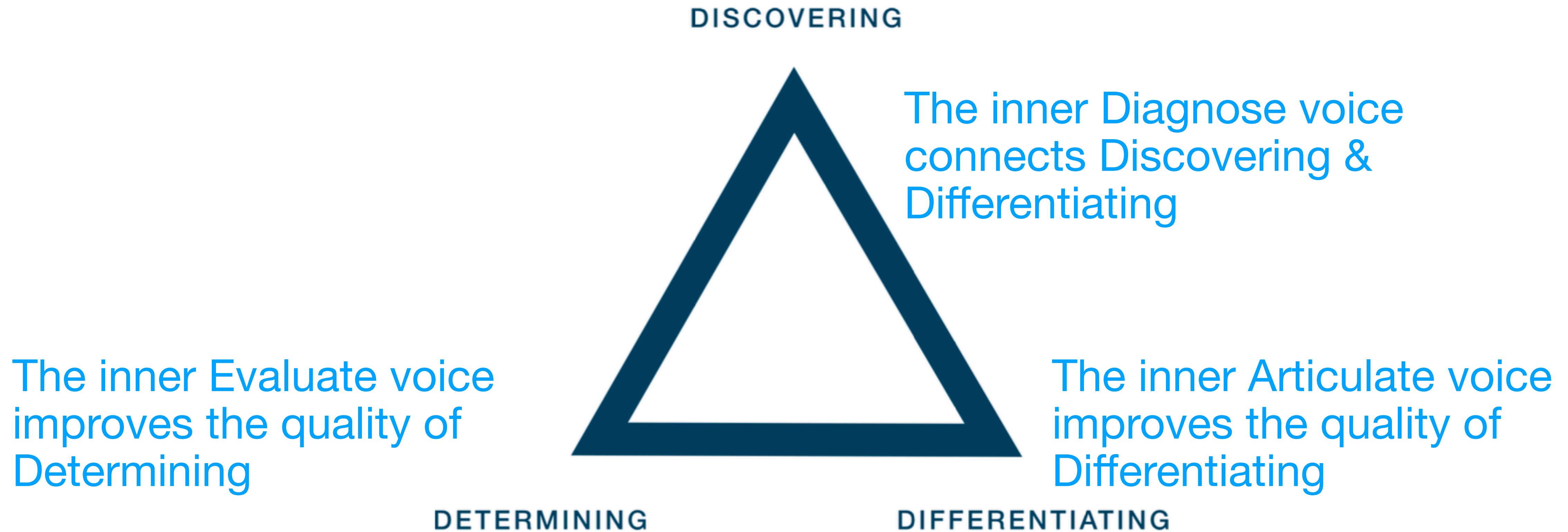
Diagnose, Articulate...





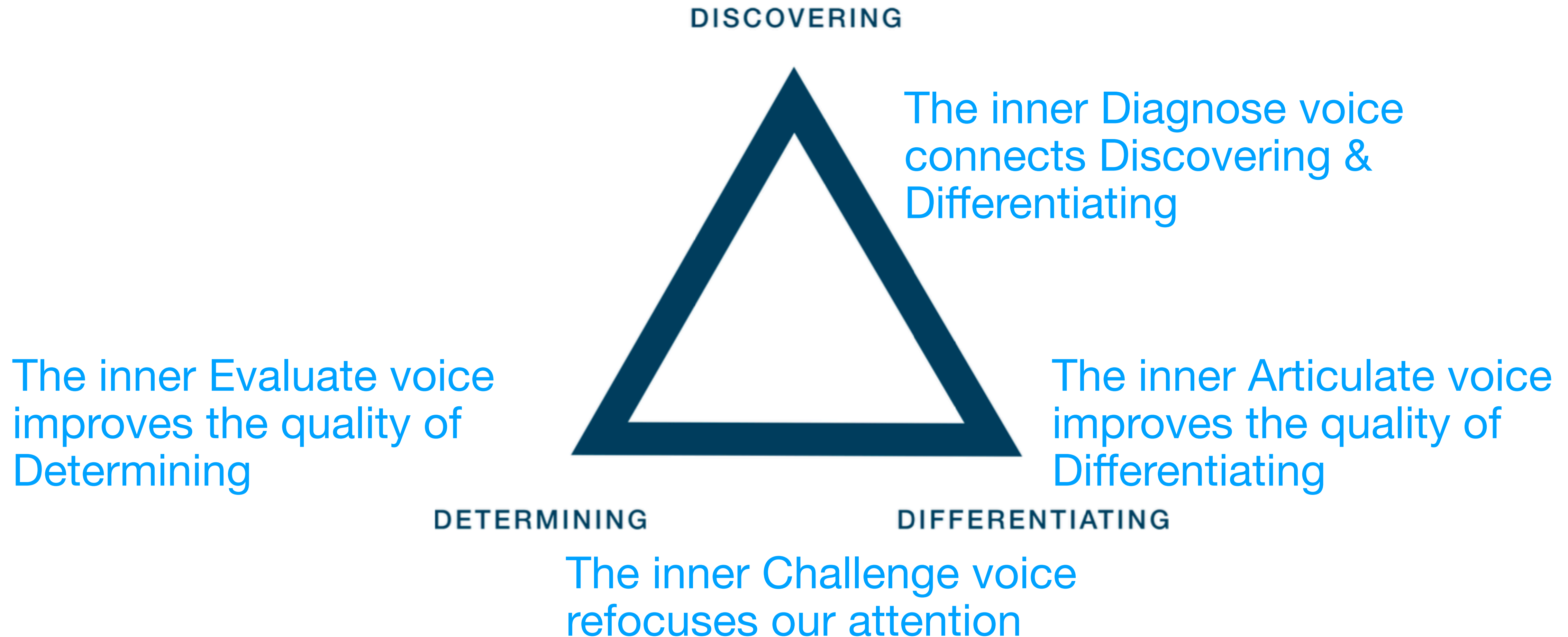
# The vital bridging role of certain inner voices

Diagnose, Articulate, Evaluate...



# The vital bridging role of certain inner voices

Diagnose, Articulate, Evaluate and Challenge



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To use our listening time to good effect

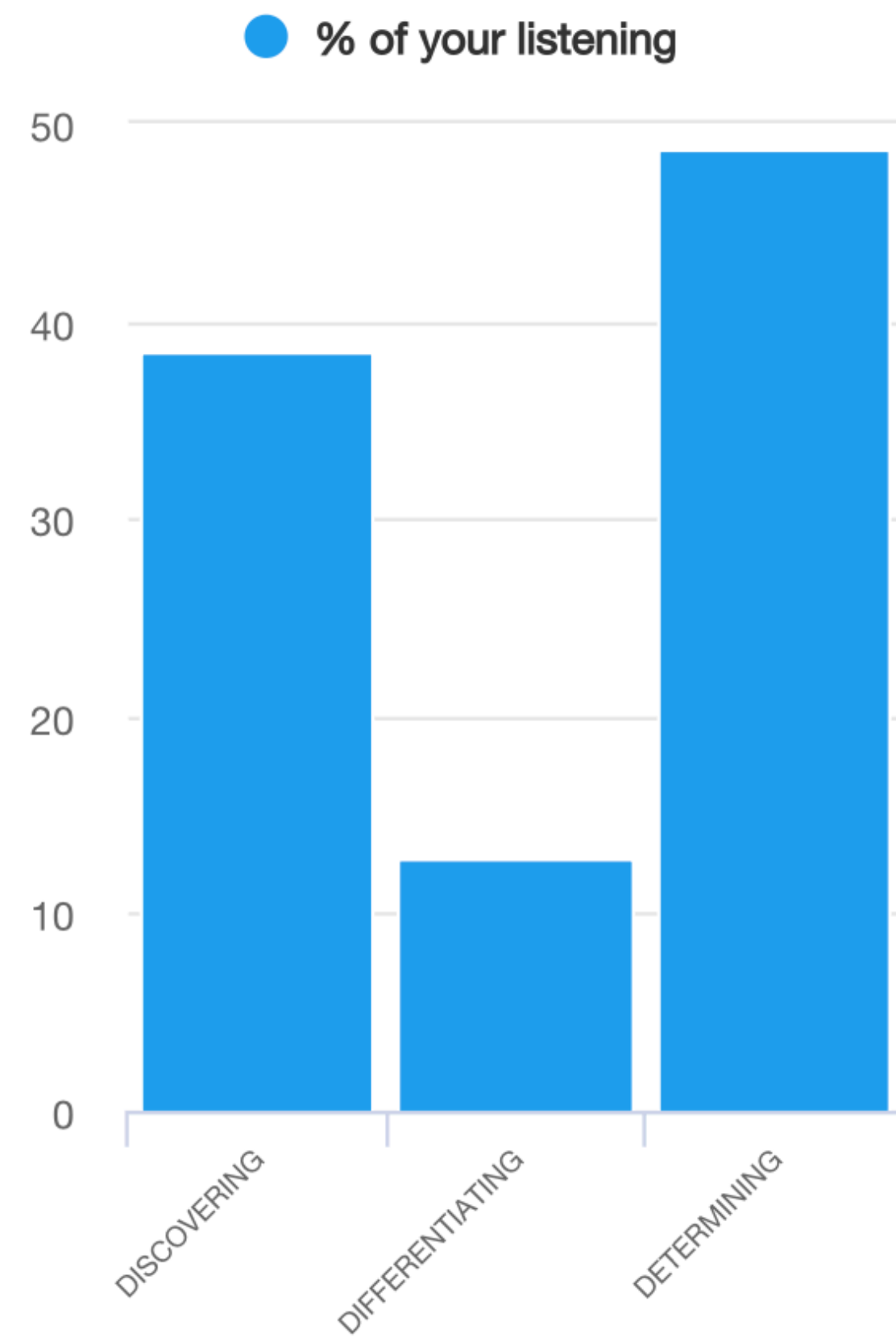


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# Further resources for you

[https://talk-wise.com/podcast\\_episodes/learning-to-listen/](https://talk-wise.com/podcast_episodes/learning-to-listen/)



The image shows a podcast cover for 'The TalkWise Podcast'. It features a teal background with a grid of small white plus signs in the top-left corner. A central photograph shows a man with white hair and glasses, identified as Alan Robertson. To the right of the photo, the text reads 'The TalkWise Podcast' in white, with 'Podcast' in a larger font. Below this, it says 'Learning to Listen with Alan Robertson' in a smaller blue font. In the bottom-left corner, the 'TalkWise' logo is displayed in white. On the right edge, the tagline 'Producing excellent communicators' is written vertically in white.

**TalkWise**

The TalkWise  
**Podcast**

Learning to Listen  
with Alan Robertson

Producing excellent communicators

# Further resources for you

*THE VOICEPRINT  
LISTENING PROFILE*

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<https://training.voiceprint.global/courses/the-voiceprint-listening-profile/>

Coming up next...

# VoicePrint Practitioners' Webinar

The Group Profiler