

LXbD Presents, Jean-Marie Jobs with “Empathetic Listening in the Workplace”

Jean-Marie Jobs is a transformational trainer and executive coach. Starting her training career in 1998, Jean-Marie is a master trainer, having delivered over 15,000 hours of in-person training. Her experience ranges from corporate markets in the US to inter-cultural work in Canada, Holland, Africa, and the Middle East. Jean has worked with large organizations such as Disney, ESPN, Microsoft, Interstate Batteries, United Airlines, and BMW in corporate culture, leadership, and change management. Her specialties include empathetic connection, leadership development, mastering mindsets, and communication/team building.



Jean served as a volunteer law enforcement chaplain in Sonoma County, CA from 1999–2014. She also worked on a project in Afghanistan from 2009–2013, has trained in Libya, Zambia, Kenya, and South Africa, providing her with a unique perspective and experience in empathetic connection, trauma triggers, and healing.

In 2018, Jean published her first book on leadership, *The Art of Feeding Heroes: Leading from the Inside Out*.



LX Overview

LX Name: “Empathetic Listening in the Workplace”

Why This LX Is Important: Listening is rarely taught, yet it is the cornerstone of clear and connected communication. In times of high stress and anxiety, the ability to hear what is being said, as well as what is not being said, is critically important in creating an experience of care. Most people can easily recall a time they truly felt heard. Creating these experiences for stakeholders set companies and leaders apart in this competitive marketplace.

LX Length: 120 minutes virtually or in the classroom

LX Participants: This program is designed for a maximum of 40 participants.

LX Overview: Listening is arguably the most important component of communication. “Empathetic Listening” is an integrated and participative experiential learning module for frontline staff and managers. During this module, participants will have the opportunity to notice what they naturally listen for and expand their ability to hear what customers and co-workers are saying beneath the surface conversation.

This learning experience will introduce the concept of generous listening and provide space to practice as well as receive feedback from the trainer and other participants. By discovering the unconscious assumptions underlying listening, participants will be able to challenge their assumptions and listen from a new space. As people begin to listen responsibly, they naturally become more creative in their responses. Ultimately, as listening becomes more generous, participants will find they have more energy and optimism for daily interactions. Changing the listening changes the response, which changes the outcomes.

LX Takeaways: This interactive learning experience is designed with the following outcomes for each participant:

1. Participants will discover how they unconsciously filter their listening and will become empowered to make adjustments by shifting what they listen for.
2. Participants will be able to recognize the assumptions and root causes of misunderstandings to prevent escalation during tense situations.
3. Participants will become aware of their impact and how the way they listen creates an environment for engagement.

Price (for a Certified Trainer): \$2,500 per session for up to 40 participants