

Listening

Help the people you care about when they need it most

Repair and Strengthen relationships

Build Meaningful connections

Empower your children

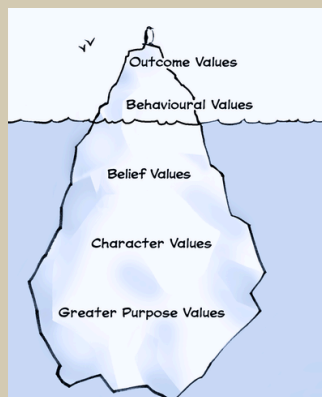
Resolve Issues



Foreword by Brendan “Bones” Ramdell who lost his teenage daughter to suicide. Brendan states ..”this book needs to be read. It will give you ideas that I hope will prevent you from being in my situation. I see concepts in this book as a step in tackling the growing suicide rate.”

The book opens with a conversation between the author and his daughter, Emily. Initially she talks about a minor issue at school. However as the conversation deepens it becomes clear that she is worried about her relationship with her mother and not sure what to do. Uncovering the deeper concern, and reuniting Emily with her mother, is beautiful example of why listening is do important.

You are then challenged to think about what you would have done when Emily was having problems at school. Would you have asked questions, tried to solve the issue, given advice, told stories , or done something else that took over the conversation? Any of those options would have stopped you getting to the deeper issue



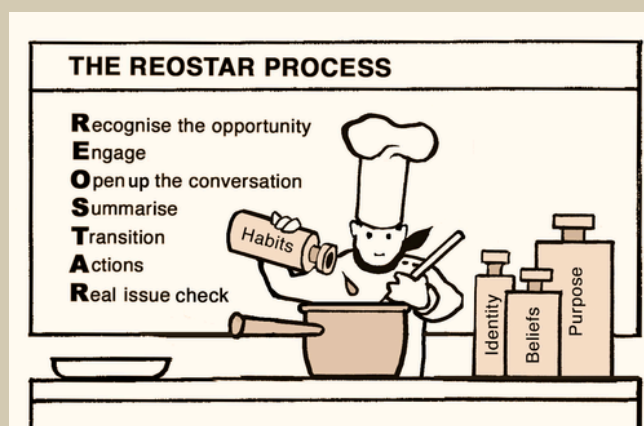
What makes Listening unique is that you are given a way to change your unconscious priorities so that you can apply the concepts you are learning.

It’s called the Integrated Values Iceberg© and it helps you reprogram your neurology by deciding what matters most in that type of situation. Without this step the most likely outcome is that you will keep doing what you’ve always done.

Listening then introduces the R.E.O.S.T.A.R. process© a structured framework designed to guide you towards deeper, more meaningful conversations. This step-by-step guide equips you with the tools to:

- **Recognise** opportunities for deeper connection.
- **Engage** and **Open** the conversation with empathy and curiosity.
- **Summarise** their perspective to demonstrate understanding.
- **Transition** smoothly towards identifying and addressing the underlying issues.
- Conduct a **Real Issue** check to ensure you've accurately grasped their concerns.

The beauty of the R.E.O.S.T.A.R. process© lies in its simplicity. You'll be surprised at how often recognising an opportunity to connect can naturally lead you through these steps, resulting in remarkable outcomes."



The Power of **Listening**

There are times when the people you care about feel vulnerable and need help, but there's a catch, they never tell you the real issue, or what is really bothering them.

Listening shows you how to prepare for these moments with an amazing model that helps you realign your values so you know what matter most in that situation

Listening has the power to transform your relationships and your life



- Align the behaviour, beliefs and identity you need to stay connected to the people you care about.
- Demonstrate you will understand and help when they need you most.
- Give them the connections they crave, and in the process build the relationship *you* crave.
- Enjoy relationships with the people you care about that are built on solid foundations
- It's all possible when you learn to recognise the opportunity, engage and open up the conversation, summarise, demonstrate understanding, and get to the deeper issue.



Available March 2025
Preorder **Listening** now and save over \$10.
Books will be delivered by post in mid February.
Scan this QR code to order your copy.

“In a way this is like a textbook of what I teach to my Registrars. It’s well thought-out, organised and researched. It’s a book you can, and should go back to repeatedly!” Dr Manjul Agarwal, MBBS, FRACGP



About the Author
Ross Judd has a Masters Degree in Communication Management and extensive training in Neuro Linguistic Programming (NLP). He has worked as a successful corporate consultant in leadership, culture, and team development for over 30 years. He has a unique ability to blend his experience and training in a way that creates simple and powerful models that are easy to understand and apply.