



# deep influence? deep listening...



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blue**

SWITCH ON POTENTIAL



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**If you want to influence anyone to do anything, if you want to outsell your nearest competitor, want people to come with you during change, to reap the rewards of an engaged workforce, and in the process, build a thriving culture – the bottom line is you have to earn the right.**

And you have to keep on earning it, day in, day out by the simple (yet often elusive) act of deep listening, of giving people the 'gift of your attention'.

Think about it. In short, what inspirational leaders, top-of-their-field companies and thriving teams are in effect being paid for is just this – listening, deep listening.

How deep listening doesn't happen is assuming, talking at, presenting to, or worse, getting into the 'uhu ... uhu ... uhu ...' method of hurrying people up so you can talk.

Thing is, as brain science now tells us, deep listening isn't something that comes naturally to us. It's essentially a learned skill and one that requires focus - kind of like giving people your mindful attention (mindfulness isn't all just ohms, bean bags and colouring in) - and one which can reap significant positive rewards, of all kinds.

So powerful is deep listening, that Aboriginal Australians, who've survived for over 65,000 years in this harsh continent, have a word for it – dadirri.

*"Aboriginal people passed on stories as they knew no writing. Listening to the storyteller was vital to reproduce the story accurately, ensuring survival for the next generation...dadirri describes the process of deep and respectful listening to build community... to explore and learn from others..."***Miriam-Rose Ungunmerr-Baumann, Aboriginal Writer and teacher**

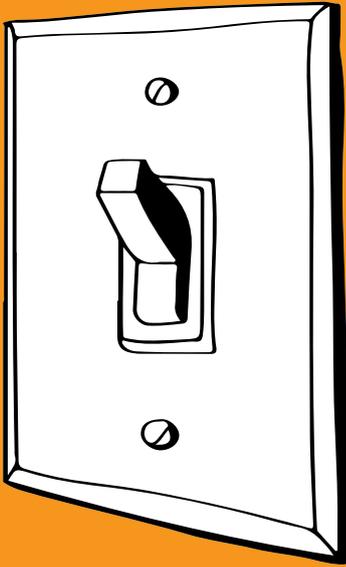
A 3 ½ hour 'culture hack', **deep influence? deep listening** is standalone hack, and is also a pre-requisite for our suite of **talks that matter** (that way everyone's on the same page, using the same tools and language).

**deep influence? deep listening** highlights the surprising physiological challenges we all face in giving people the gift of our attention, along with a simple yet powerful active listening model, and some basics on neuroscience and the power of listening to foster positive relationships and to build high performing teams.

In short, if you want an increasingly profitable company, where people are doing what they're best at, culture thrives, trust is built, clients are delighted, employees engaged, rapport is developed, teams collaborate, and leaders inspire, then deep listening is the place to start.

*"Our research found that being on the receiving end of an attitude of active listening, improves the positive evaluation of topics associated with ongoing interactions (with the active listener)"*

**Hiroaki Kiamichi et al,  
Social Neuroscience,  
September 2014**



# why rocket blue?

**Whether as leader, team member, coach or business developer, we've learned (sometimes the hard way) that the difference that makes a difference really is deep listening, giving someone the gift of your attention, regardless of your role. Not technology, not a new product offering, not anything academically complex. Just turning on those 'bad boys' on each side of our heads...and showing others how to do the same.**

Drawing on positive psychology and the surprising brain science behind listening, we've also worked with a wide range of organisations, both public and private sector, as they navigated their way through a variety of significant change processes. Projects include Penguin & Pearson Publications, ISentia, Johnson & Johnson Medical, Elders Rural Services, IP Australia, the Departments of Defence, Home Affairs and Finance, the University of Canberra, Westpac, Aussie and the ABC.

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*Since all of us  
yearn to be taken  
seriously, we place  
a high value on  
the people who  
are prepared  
to listen to us  
attentively and  
sympathetically.*

”

**Hugh Mackay,  
*What Makes Us  
Tick, Hachette,  
2010***



# penny nesbitt

*Penny Nesbitt is a highly experienced facilitator, speaker, and author. Her focus is on culture and change management, the practical application of positive psychology and neuroscience, and developing thriving people and enhanced productivity through a strengths-based approach.*

Over many years, she has delivered workshops, lectures and motivational talks across AsiaPac to diverse groups, from graduates to executive level, in both the private and public industry sector, community groups and university undergraduates.

In June 2017, her first book was published - Culture 101: the four keys to thriving people and culture - which has received great reviews on Amazon and Goodreads.

She has also appeared several times on radio national ABC; was interviewed on radio 2UE and for HR Daily; has Emceed large charity events and corporate conferences; she presented several masterclasses on culture and change at two Convergence (Change Management) conferences, and has been a regular contributor to Westpac's Ruby Connection website.

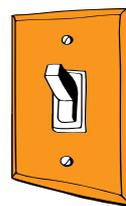
Penny has a reputation for presenting even complex material in a highly engaging, impactful, at many times light-hearted way, weaving stories and anecdotes throughout her delivery.

She is now a sought after key note speaker, facilitator and change management consultant and regularly presents, facilitates and collaborates on the following topics, drawing on neuroscience and positive psychology:

- Culture + Change Management
- The Neuroscience of Change
- Postive Psychology and Strengths Based Leadership
- Team Building (minus the paintball)
- Imaginistics: creating a culture of creativity and innovation
- The Power of Storytelling at Work

## contact

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