

E-LEARNING

January 2007

The BRIGHTON GROUP

oiPartners^{Inc.}

The Brighton Group/OI Partners, Inc. is a locally owned and managed consulting firm specializing in career and organizational transition services. In-depth one-on-one consulting is the core of our distinctive approach.

www.brightongrp.com

In an age of emails, text messaging and other online e-essentials, why are so many leaders and professionals turning to coaches in times of transition, confusion, success and opportunity? Could it be that Ear-learning, the longstanding “e-learning” preference, is gaining value in today’s workplace?

For years helping professionals have understood the value of “Ear-learning” in transmitting value and understanding to another human being. Peter Drucker said, “The most important thing in communication is to hear what isn’t being said.” Ear-learning is the art and science of giving expression to that which is hidden in speech yet of great value to the one speaking. Our experience suggests four timeless reasons for the ongoing value of the human ear in the enterprise world:

Perspective: The amount of choices confronting leaders and managers today can take its toll on personal resilience. The workplace at times can be overwhelming, mask critical issues, and make it difficult to find the strategic in the midst of the urgent. In contrast, how centering and motivating is that personal conversation that surfaces the real concern, names a hidden possibility, or introduces a more accessible solution or approach?

Patterns: The great or small accomplishments of life hinge on patterns of behavior and motivation that are not obvious to the one doing the winning, designing, nurturing, or trouble shooting. Great strengths are easily taken for granted and, in turn, underutilized. It is in conversation that a trained ear can hear and see what is too close for the other to acknowledge...a pattern of success that is at once both unique and repeatable, and hints to the genius within.

Admonitions: Signs of external danger are often treated with respect by the hiker or explorer. Whether or not heeded, they alert the traveler to be on guard, vigilant, or wary of surroundings. The signals of impending danger at work are often not as easy to locate. Yet, a colleague or friend can often hear and point out relational pitfalls, missed signals, and unspoken expectations that could limit career and corporate success.

Connections: In the world of competition and success, two heads are much better than one. The artist and the agent, the coach and the athlete, the account executive and technology expert, the writer and the editor, all form a bond of connection that comes from a richer understanding of each other and what they bring to the work at hand. When both can hear the other’s viewpoint or conviction, the results are quite exceptional.



The benefits of technology notwithstanding, the turbulent waters of career transition and the shifting winds of leadership call for the timeless value of Ear-learning: listening for what isn’t being said and offering back that which cannot be seen in the mirror or understood through self-reflection. The gift of being heard has come full circle, adding both relational and bottom-line value in organizations.

“A Better Human Experience...For A Better Business Outcome”

Copyright 2007 Brighton Group, Inc. All rights reserved. This material may not be published, broadcast, rewritten or redistributed.