



Romanyk Consulting

Focusing on what matters

INSIDE THIS ISSUE

[The key to successful consultant-client communications](#)

[New website launched](#)

[Supporting Our Troops](#)

Romanyk Consulting can assist your organization with solutions in the following areas:

- Planning
- Operational
- Organizational
- Information Technology
- Training

"The Focus"

Volume1, Issue 2

Listen Up!

The key to successful consultant-client communications

When it comes to citing communications credentials, most professionals will testify to having excellent speaking and writing skills. Certainly the abilities to speak clearly and put forth cogent thoughts in writing are essential ingredients to successful interpersonal communication. But there is one other, even more critical communications skill that is often overlooked: Listening.

Consider the relationship between a consultant and a client. Many consultants work across various industries and serve clients with wide varieties of needs. It is the consultant's primary job to clearly understand the client's "pain", so as to respond with the most effective "remedy" (services and solutions). This job is done as the consultant gains a deep and thorough understanding of the client situation, the organizational structure, the employee group dynamics, and the individual expectations of those he or she works directly with. It is only through this learning that the consultant can effectively fill the gap between the client's current situation and their desired future situation.



So, how do the most effective consultants manage to gather this much information and insight in a reasonable time, in order to bring positive results to their clients? Consider the importance of active listening - specifically related to a consultant's role - based on the following statistics.

- Most people will not really listen or pay attention to your point of view until they become convinced you have heard and appreciate theirs. (Nichols)
- Up to 85% of what we know we learned through listening. (Shorpe)
- We listen at 125-250 words per minute, but think at 1000-3000 words per minute. (HighGain, Inc.)
- More than 35 business studies indicate that listening is a top skill needed for success in business. (HighGain, Inc.)
- Spoken words only account for 30-35% of the meaning. The rest is transmitted through nonverbal communication that only can be detected through visual and auditory listening. (Birdwhistell)

Clearly, the ability to listen actively and effectively - both to verbal and non-verbal cues - is one of the single most important habits of a successful consultant.

But listening does not happen automatically, nor does it come easily to many of us. A variety of factors can serve to challenge the act of listening, including: environmental stimuli (noise, odors, lighting, etc.), intruding thoughts (worries, questions, daydreams, etc.), overt distractions, and our own physical and emotional condition, among others.

In fact, some studies have indicated that we may only be listening at a 25% comprehension rate! The following statistics expand upon the challenges inherent with listening:

- When listening, we are distracted, preoccupied or forgetful up to 75% of the time. (Hunsaker)
- We are likely to recall only 50% of what we've heard immediately after listening. (Robinson)
- Later, we may remember only 20% of what we heard. (Shorpe)
- Less than 2% of us have any formal educational experience with listening. (Gregg)

Despite the many challenges to active listening, the best consultants excel in this area, primarily because they are purposeful about

organizational strategies in order to deliver measurable and significant improvements in financial, operational, planning, and information technology.

practicing listening as a key communication skill. For those who have not yet perfected this habit, it is important to understand that being a good listener is a learned behavior. By paying attention to our communication tendencies, and being intentional about increasing our listening, we can greatly increase the effectiveness of our communication.

Highly successful consultants do not deliver first-rate results on accident. They have learned how to focus in on client issues, emotions, ambitions, and expectations. They pick up on what is said, and what is left unsaid. They are experts in their field, and experts in listening - a combination that delivers immeasurable value to their clients.

About Romanyk Consulting

Founded in 1996, Romanyk Consulting Corporation (RCC) helps organizations - both public and private - turn challenges into opportunity through strategy and services. We do this by combining our consulting expertise with our commitment to deep client relationships.

To explore how RCC can help your organization succeed, contact us today. *We're ready to listen.*

(972) 625-3838

www.romanykconsulting.com

3308 Preston Road
Suite 350-164
Plano, TX 75093

United States

International Listening Association, www.listen.org

New website launched!

Romanyk Consulting Corporation is pleased to announce the launch of our new website. We believe it offers an ease of use for our clients when navigating for information. In-depth information is provided about solutions, past case study successes, future vision, as well as additional information aimed to better inform our clients.

Please take a look at www.romanykconsulting.com

Supporting Our Troops

U.S. House Passes Funding for Defense, Veterans, and Military Construction



Congressman Silvestre Reyes (D-El Paso) joined a bipartisan majority in the U.S. House of Representatives for legislation providing future funding for the Department of Defense, Department of Veterans Affairs, and military construction. The measures will fund planning and design of a new William Beaumont Army Medical Center

as well as fund a 3.9 percent pay raise for service members.

The Duncan Hunter National Defense Authorization bill outlined the funding levels for the upcoming year with regards to national defense programs. Reyes a senior member of the House Armed Services Committee, worked to secure funding for El Paso and Fort Bliss. Reyes added that, "The passage of this legislation is a major victory... This new center will provide El Paso-area troops and their families with world-class medical facilities."

Romanyk Consulting was awarded funding for the further development of a standardized biosurety plan for government laboratories. We will carry this work out in El Paso as well as other government locations.

This newsletter is a periodic publication of Romanyk Consulting. The contents are intended for general information purposes, for more information please contact us.

Romanyk Consulting
Phone: (972) 625-3838
Fax: (972) 625-3939

3308 Preston Road
Suite 350-164
Plano, TX 75093
United States

romanykconsulting.com

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