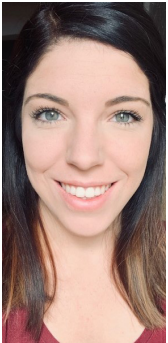


ORC: LISTENING GENEROUSLY

by Kristin Martin, Right of Way Agent

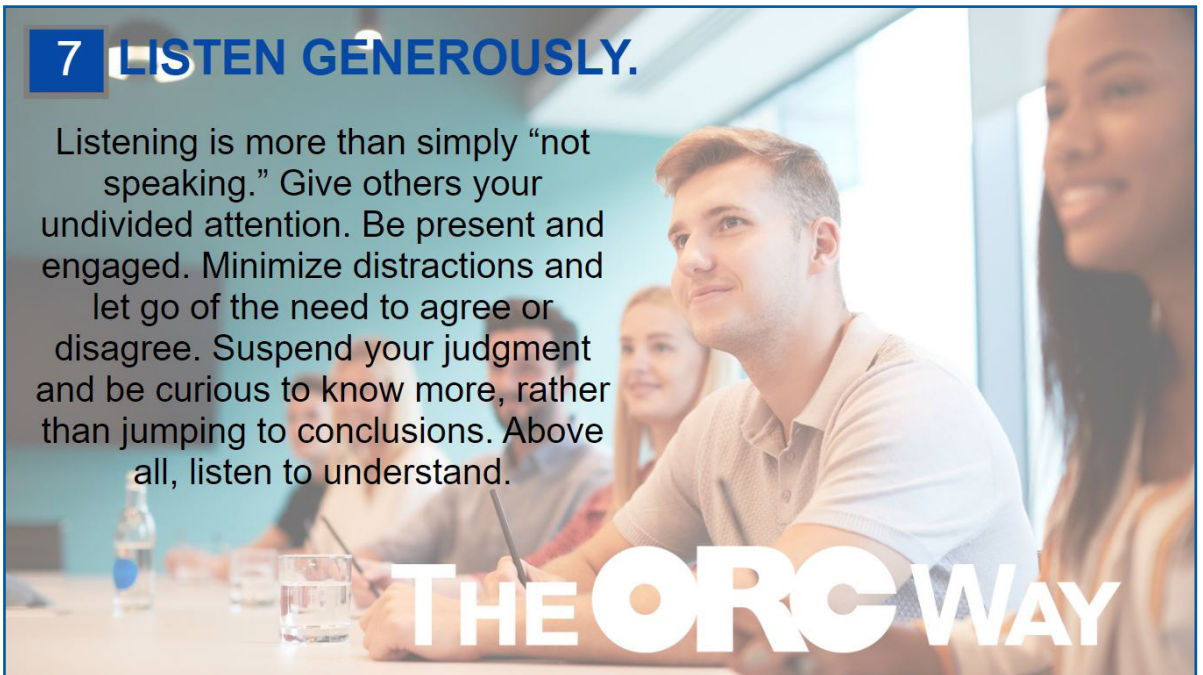


At ORC, one of the fundamentals of “The ORC Way” (the code we ascribe to as an organizational culture) is to “listen generously.” To achieve this, begin by thinking about your own experience as a friend, a stranger, co-worker, or customer – recall the times you truly felt understood and happy to be listened to, or the unfortunate times you were outraged by negligence and felt a relationship instantly distancing due to lack of attention. When we master the skill of listening, we truly learn from those around us. Percussion educator, Mark Perrett, once said, “If you don’t go through life with an open mind, you will find a lot of closed doors.” As a right-of-way agent, these words ring especially true.

We always want to make decisions that benefit our clients and team. Central to a right-of-way agent’s role is understanding and addressing project concerns effectively. Though possibly difficult to believe, negotiations are more about listening and a lot less about speaking. As a negotiator, how can you possibly change someone else’s mind if you don’t understand their perspective? A speaker is more likely to be honest and open, providing their full perspective, when they know they are speaking to an engaged listener. Further, listening helps you be heard -- As a speaker, why should you expect to be heard and understood, if you pick and choose what you listen to? Listening and understanding is especially important for a company that revolves around its clients. Imagine if we lived in a world where nobody listened? We would not have built the global foundation of knowledge that drives business today.

I enjoy working for a company who genuinely cares about what its employees have to say. Overall, everybody has one objective – wanting to be heard. And in truly hearing others – through listening

generously – we learn and grow ourselves. So, in your next conversation, seize the opportunity to learn and grow from others through keeping an open mind (and ear). ■■■



7 LISTEN GENEROUSLY.

Listening is more than simply “not speaking.” Give others your undivided attention. Be present and engaged. Minimize distractions and let go of the need to agree or disagree. Suspend your judgment and be curious to know more, rather than jumping to conclusions. Above all, listen to understand.

THE ORC WAY

inspiring confidence in progress...