

# DISTRACTED?

## WHY LEADERS NEED TO SPEND MORE TIME LISTENING

Managers need to make a deliberate effort to step back, tune out of the day-to-day “noise” and listen to what their teams are saying.



**At one level, modern technology –  
emails, texts, Wi-Fi and social media  
– has freed us to work where and  
whenever we want to be, to never be  
out of touch.**

But at the same time the sheer “noise” of the information we receive every day, the modern tsunami of electronic exchange and interaction we experience, risks distracting and preventing organisations from having effective, meaningful dialogue.



**In 2015 alone some**

# 205bn

**emails were being sent every day,**

**and this is expected to rise to**

# 246bn

**by 2019.**



**One in three UK adults admit to checking their phone in the middle of the night, with instant messaging and social media the most popular activities.**

**61%**

of employees blame technology for increasing their working hours, as they find it harder to switch off.



**Bringing a laptop or phone into your meeting may make leaders feel that they are more accessible and able to control external events.**

**But fundamentally, it means they are distracted and not truly present in conversations.**

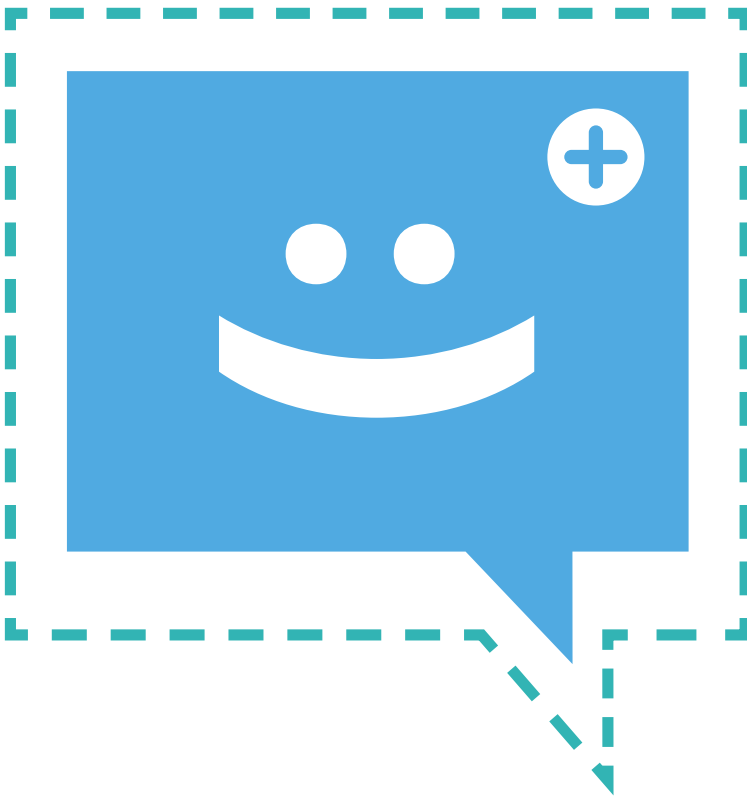


# 60%

**60% of workers say they feel disengaged in meetings and find most “pretty pointless”.**

**16% of office workers say technology failure is the main cause for wasted time in meetings.**

# 16%



To improve organisational dialogue, leaders need to set an example and define the behaviours that structure conversations. Employees will only fully engage in discussion when they feel they are being listened to.

**As a leader, you need to demonstrate presence in conversation and pay attention to what people are *really* saying.**



If your attention is on technology and not on the person you are with, you are significantly less likely to get the most out of the conversation.



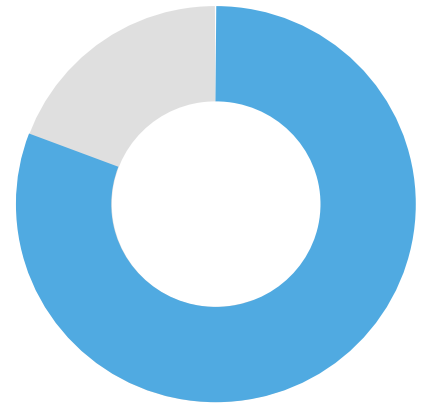
**In fact,**



36%



28%



78%



**It stands to reason that, if you're distracted, you're also less likely to be properly listening to, and taking in, what is being said to you.**

## Takeaways



Modern technology – email, smart phones, Wi-Fi, social media – can be a real barrier to effective dialogue.



A majority of workers find most meetings “pointless” and feel disengaged during them.



Bringing technology into a meeting can distract you, and others, from really listening to what is being said.

**Equip leaders with the skills they need to start open conversations and listen more within their organisation.**