

80% of communication is non-verbal.
You can't fake listening. It shows.

When it comes to feeling heard, no
one wants to talk to a multi-tasker.



SURGE CONSULTING



Active Listening Techniques

- Eye-contact – Look at the speaker with an open-mind
- Paraphrase – Clarify and confirm what you think you have heard
- Body language – Align your words with your posture and actions
- Label emotions – Acknowledge the emotions that are being expressed
- Offer silence – Let the speaker say more if they wish
- Redirect the conversation – Gently bring the speaker back on topic so the meeting will achieve its aim

Practice these to make active listening second nature.



SURGE CONSULTING





Creating transformational change

Helping organisations create real behavioural change on the ground



Embrace the Future, Today

Surge Consulting is a learning consultancy that applies neuroscience to equip organisations with leaders who can lead change effectively.

Our mission is to create science-based, data driven behavioural change, at scale. We do this by transforming how leaders think and perform.

Our Approach

We collaborate with organisations to design and deliver contextualised learning programmes that create people, organisational and industry-wide change.

Our participants learn to navigate complex challenges and manage diverse stakeholders to become change-makers, ready to lead impactful change.

Based on learning science, our programmes tap on:

- Powerful in-person learning events
- Cohort-based learning
- Community and social learning practices to drive commitment to create change
- User-interactive learning technology
- Leadership coaching