

## Talk Outline

The experience of being truly heard and understood can release our innate capacity for creative problem solving and co-operation, and help move an individual or team away from a preoccupation with subjective perceptions that are often problematic because they are not reality based.

Empathic listening is therefore one of the most potent expressions of depth communication in the workplace, but there are a number of invisible obstacles that can severely limit our listening capacity.

My presentation will elucidate these barriers and hopefully provide some help in overcoming them.

## Speaker Profile

Rigby was born and raised in Zimbabwe. He completed an MSc in Clinical Psychology at the University of Cape Town and an MSc in Psychotherapy at the University of Warwick in England. He is a member of the British Psychological Society (BPS) and is registered as a Clinical Psychologist with the HCPC (UK)

Rigby has worked for almost 40 years as a clinical psychologist and psychotherapist in Zimbabwe, South Africa and the UK. He has a special interest in integrating psychodynamic, humanistic and existential therapeutic modalities. For the last 13 years he has been employed by the NHS in Tottenham, London, where he developed his interest and furthered his expertise in short-term, time intensive group psychotherapy programmes focused on the teaching and sharing of a range of "skills in living". These include listening and assertiveness skills, conflict resolution skills and the skills and attitudes necessary to deal with the givens of human life - freedom, death, meaninglessness and impermanence. Other accolades include: taking a leading role in the development of specialist services for traumatized refugees and asylum seekers, addressing both clinical and relevant socio-political issues; establishing the first comprehensive therapeutic service for in-patients at St Ann's Hospital whilst addressing poor morale and problem dynamics in the staff teams and organizational structure; delivering stress management workshops for municipalities and commercial organizations; therapeutic skills courses for practitioners of alternative medicine; encounter groups for marginalized adolescents and parenting skills workshops. Rigby has worked for many years as a part-time lecturer to Clinical psychology doctoral students at the University College of London (UCL) and previously trained and supervised clinical psychology students at the UCT Child Guidance Clinic. In 2014 Rigby left London to settle in Prince Albert where he will spend part of his time working in partnership with the Depth Leadership Trust, facilitating a range of empowerment workshops for the local community.



## Rigby Hough

CLEARING BARRIERS TO EMPATHIC LISTENING IN THE WORKPLACE

### CONTACT INFO:

+27 (0)60 960 3530

[rigbyhough@gmail.com](mailto:rigbyhough@gmail.com)

