

Levels of listening

Listening Level 1

Habitual

Listening to confirm what I already know
Reflecting the past rather than the present moment

Listening Level 2

Factual

OPEN
MIND

Accepting differences from what I already know
Attentive to new ideas and data

Listening Level 3

Empathic

OPEN
HEART

Seeing through other person's eyes
Sensing what is unspoken, beyond words and facts

Listening Level 4

Generative

OPEN
WILL

Paying attention to the potential arising in us
Sensing the future wanting to emerge

Reflection Exercise

In which level of listening do I spend most of my time?
Which level of listening do I need to operate from, given my current opportunities and challenges?

Fields of Conversation

Downloading
Talking nice

Speaking from what others want to hear
Polite routines, only hearing that which confirms our own story

Debate
Talking tough

Speaking from what I think
Debate, emphasis on divergence of views, "I am my point of view"

Dialogue
Reflective inquiry

Speaking from seeing myself as part of the whole
Emphatic connection to speaker, "I have a point of view"

Collective Creativity
Generative flow

Speaking from what is moving through us
Co-sensing what is new and emerging, co-creating future

Reflection Exercise

In which field of conversation does my organisation spend most time?
Which field of conversation does my organisation need to operate from, given our current opportunities and challenges?