

The Art of Listening

A Discipline to Practice

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Introduction

- Center, Clear and Focus
- How I Learned To Listen The Hard Way
- The Discipline That Helped Me
- Start With Looking At Two Clips

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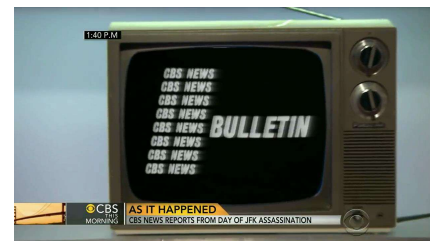
Why the Art of Listening?

Collected Comments

- Important life skill
- A learned behavior
- A universal need
 - To listen
 - To be listened to
- “They just do not listen”
- We never learn how
- The “first” skill
- Need to listen to know what is said
- People do not hear each other
- People talk past each other
- When you feel unheard, you feel devalued
- “You thought I was important enough to listen to”

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Walter Cronkite



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What Happened?

1. What reaction did you have?
2. What factual content did you hear?
3. What tone did you hear?
4. What emotion(s) did you hear?
5. What non-verbals did you observe?

> How can you listen while you are reacting?

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What Did She Say?

- Focus only on her.
- Empty your mind.
- Drop everything else.
- Stop thinking.
- Make your mind only listen.
- Listen as if you will have to repeat everything.

➤ *Practice the discipline of only listening.*

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Disciplined Listening Example

Write down key words and phrases.

The handwritten notes on lined paper include the following text:

- depend on who with me
- gaps in atmosphere
- movement
- location - towards
- looking away
- disappear
- recite a list taken
- to the audience
- keep an attention
- front eye contact

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Disciplined Listening Example (2)

Recall what was said.

- ❖ *it depends... on people... on atmosphere... sometimes joyous... sometimes torment...*
- ❖ *godforsaken locations... let me out... what am I doing here... do shot any way... because in despair...*
- ❖ *people who really control themselves and can deliver whenever are brilliant...*
- ❖ *hardest thing to – trapped in trailer – come out all bright eyed and bushy tailed...*
- ❖ *it depends... whether jolly or not...*

➤ **Can you recall it with feeling?**

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Disciplined Listening Example (3)

Check it out.

➤ ***Is this what you said?***

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Looping Emotion

Walter Cronkite

Official flash from Dallas... President Kennedy died at 1:00 pm CST... 38 minutes ago... VP Johnson left hospital... whereabouts unknown... presumedly take oath office..

Looked like that was hard for you to deliver...

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Topics

1. What happens when I do not listen?
2. What are pitfalls I have known?
3. How do I know what is being said?
4. Why do I work to assume nothing?
5. What do I listen for?
6. How do I checkout what I have heard?
7. What is the impact of truly listening?

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What Happens When We Do Not Listen?

When have you really felt heard?
When have you really felt not heard?

What happens when you are not heard?
How did you know you were not being heard?

Do you shutdown?

What happens when you are heard?
How did you know you being heard?

Do you open up?

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Pitfalls I Have Known

- My mind wanders.
- I want to figure it out.
- I want to know what happens next.
- I want to get it over.
- I assume I know.
- I assume they are listening to me.
- I am too busy reacting.
- I am not listening to what I am saying.

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How Do I Know What Is Being Said?

What is being conveyed?

- Do the words spoken really convey what is being thought or what is being felt or what is being intended?
- What unspoken content is being conveyed along with the words?

What is heard?

- Am I accurately taking in the words spoken?
- Am I accurately interrupting what is attempted to be conveyed?
- Am I imposing interpretations of my own creation?

How do I check out those concerns?

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I Try to Assume Nothing!

- ❖ I work to set aside my own biases, feelings, and thoughts, because
- ❖ My assumptions block my listening.

Be humble, own your ignorance - Kyle Harwood
Follow your curiosity - JoEllen Ransom
Slow it down - JoEllen Ransom

➤ Assume that you do not know anything!

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What Do I Listen For

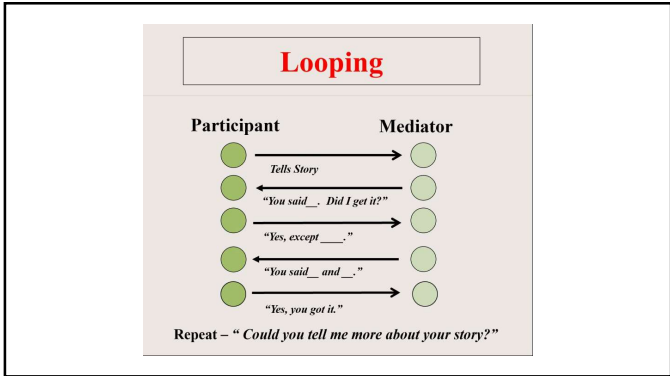
1. Words
2. Tone
3. Emotions
4. Facts
5. Nonverbals
6. Essence - the heart of it

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How Do I Check It Out?

Loop of Understanding & Connection

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How Long Do I Loop?

- ❖ Until I tune it in.
- ❖ Until I get it right.
- ❖ Until they experience my hard work to understand.
- ❖ Until they experience being heard.
- ❖ Until I become connected.

➤ **Repeat whenever needed.**

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What Do I Loop?

1. Words
2. Tone
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4. Facts
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6. Essence - the heart of it

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Impact of Looping

I get it
They feel heard
We all feel connected

Understanding is clarified

Defenses can lower
Thinking can become more open, creative & flexible
Listening to another can become easier
Collaboration can happen

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Looping Each Other

Mediator invites the parties to loop each other.

1. **What did you hear?**
2. **Why is it important to them?**

Mediator guides the parties to talk with each other.

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My Choices

Feeling stupid (by being a parrot), or
Being stupid (by not knowing)

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Discipline of Listening

Two Activities

1. To listen as if I will have to repeat everything, focuses the mind on only what is being said.
2. To repeat what is being said will lock it in my mind.

➤ **Practice!**

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Breakout Groups

➤ **To practice the discipline of listening.**

1. Pairs.
2. Start to tell a story.
3. Loop back.
4. Switch roles.
5. Talk about what happened.
6. We will send an alert at midpoint of breakout time.

➤ **Just get your feet wet!**

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Tips

1. Tell, listen & loop.
2. Complete story is not necessary.
3. Just go back & forth a couple of times
4. *Listener can start, "what did you want to tell me about?"*
5. *Listener can gently interrupt, "let me get what you have said so far."*
6. Try both roles.
7. Think about what happened.

➤ **We will discuss what happened when you come back.**

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Think of Something to Tell

We will provide a "prompt." Examples include:

- What happened to you on a very busy day? **or**
- Think about a time when you were happy (or experienced another strong emotion).

We will provide a moment for you to think of something to tell.

➤ **Write a word or two to capture the something to tell.**

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Discussion

- Breakout – What happened, what did you learn?
- What are your takeaways from today?
- Wrap-up – If a mediator does nothing else...

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David Levin
Post Office Box 23840
Santa Fe, New Mexico 87502
davidlevin@mindspring.com

Training Materials Website
www.nmadr.org

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