

# Listening

## Shifting attention...

#### ... from self-protection

The Voice of Judgment

makes the mind busy sorting: realistic from unrealistic, possible from impossible, right from wrong, & on & on. Turned inward to listen only to itself, mind rejects whatever fails to confirm current patterns of thinking & practice

### ...to possibilities for change.

The practice of **curiosity opens the mind** to new thoughts & challenges to what is taken for granted.





VOJ

#### The Voice of Cynicism

drains feeling, meaning & energy by stacking up reasons that desired change can't happen. Common tricks include over-focusing on scarcity, belittling desire for better futures as naive, & denying the possibility of altruism & gift exchange. The practice of compassion opens the heart, bringing feeling & embodied knowing alive.



VOF

The Voice of Fear freezes action & encourages turning away by amplifying a generalized sense of vulnerability & risk.

The practice of **courage opens the will**, allowing learning by taking steps into a desirable future & responding to what happens as a result.



shallow breaths • closed posture

The voices of judgment, cynicism, & fear can be helpful in a context of evaluation or threat. The point is not to eliminate them but to notice when they show up & let go when they get in the way of understanding others' perspectives & discovering what more is possible. deep breaths 
• open posture

**To hold space** means that we are willing to walk alongside another person in whatever journey they're on without judging them, making them feel inadequate, trying to fix them, or trying to impact the outcome. When we hold space for other people, we open our hearts & let go of judgment & control.

Practice using these Levels of Listening to check your listening after meetings & conversations or during breaks.

Notice opportunities to listen more deeply.

Notice when the Voices of Judgment, Cynicism, & Fear show up.

Level of Listening	Experience	Result
Listening LEVEL 1 downloading	Just what I expected.	No new understanding. No increase in desire to act. Mostly a repeat of the same ideas.
Open Mind expresses curiosity & quiets the Voice of Judgment		
Listening LEVEL 2 debating	I became aware of some new facts & ideas that challenged my assumptions & shifted the way I make sense of the situation.	Taking account of new realities; better informed. More aware of assumptions. New ideas & alternative ways to understand current reality.
Open Heart activates compassion & tames the Voice of Cynicism		
LISTENING LEVEL 3 dialogue	I have seen the situation, & my place in it, through the eyes of someone whose experience is different from mine. I have a new sense of how another person experiences the situa- tion & how they feel it. My own feelings resonate with those of someone different from me.	Awareness of real differences in experience & evaluation of the situation; new perspective; better understanding of aspects of the situation that have been hidden or avoided.
Open Will draws on courage & transforms the Voice of Fear		
LISTENING- LEVEL 4 collective creativity	I am not the same person now than I was when I entered this conversation. Together we generated understanding & possibilities that did not exist when the conversation started.	A stronger sense of the highest possibility in the situation & an increase in the will to bring that possibility into reality.
The table is based on a video on levels of listening presented by Otto Scharmer in the edX course, <i>U.Lab</i> <u>www.presencing.org/news/news/theory-u-introduction.</u>		