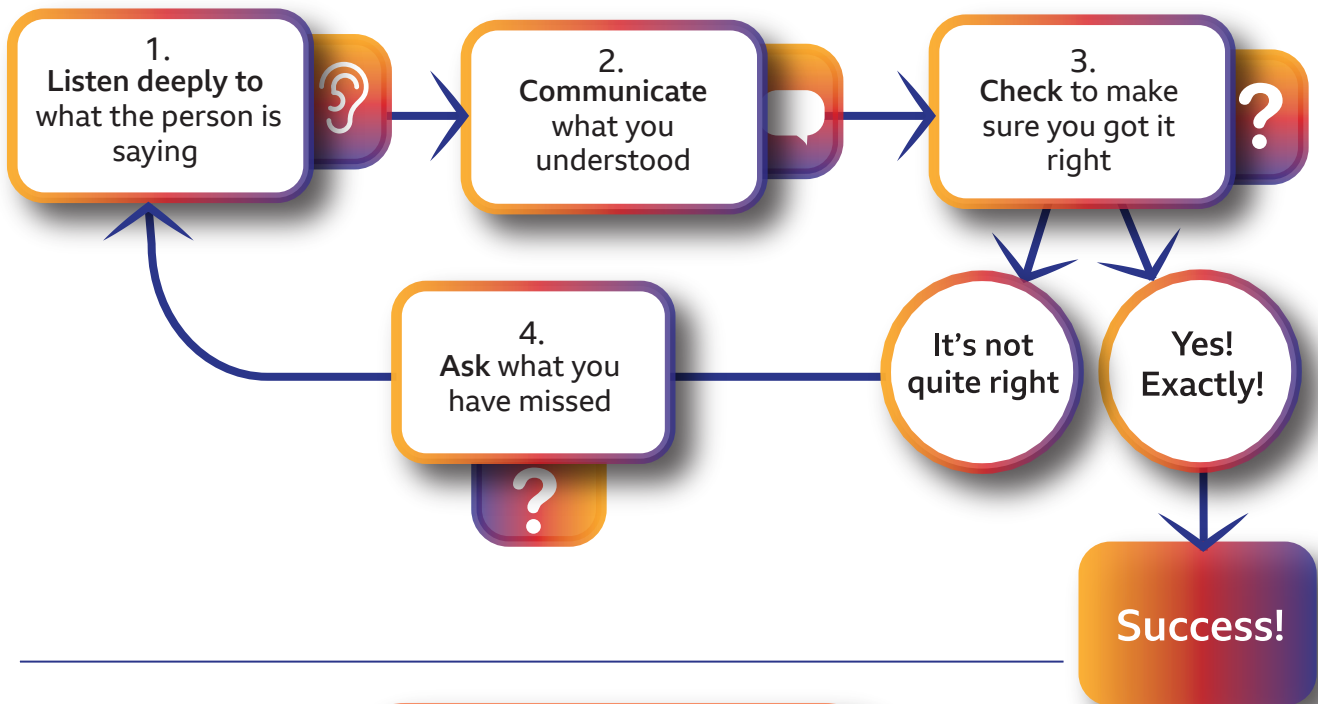


Deep Listening

The goal: To understand a different perspective and to be heard
By listening better – in ways people can see

Steps:



Example:

When we listen, our brains make rapid assumptions we aren't aware we're making. We are wrong more often than we think. And when we talk, often we don't articulate what we mean the first time.

To grasp what someone **really** means requires genuine curiosity & careful double-checking.

Be **empathic, authentic,** and **respectful.**

A: It's horrendous to eat meat nowadays. Look at our precious planet – all these hamburgers are causing our carbon emissions to skyrocket. It's a nightmare!

B: I can see you care deeply about protecting planet earth – and are seriously worried about the impact of meat eating on global warming? Is that right?

A: Yes – but not only that – the meat industry is vicious to the animals and slaughters them in cold blood – Animals have every right to live without suffering, just like us.

B: So for you – your outrage about meat eating is not just about the environment, you also feel passionately about animal welfare, you believe animals deserve similar rights to people? Did I miss anything?

Listen for what seems to matter most to the person speaking. Clues: metaphors (like a nightmare), emotions, superlative words (worst, best).

Capture what you think the person really meant, include their emotions, and share your understanding with them.

If the person says 'no' or anything other than a 'YES! Exactly!', ask them to fill in what you missed or wasn't accurate. Continue until you get a definite 'YES'.

If you get a 'YES' – congratulations! Sum up your whole understanding to double-check. And if not – try again.

Deep Listening

