

LISTENING

Generated listening means exactly what the word says. It is to generate, to bring forth from nothing. Not based on past history – not based on right/wrong – it is empowering. The sole purpose of generated listening is to create an opening, to forward action, to open up a possibility in the conversation that didn't exist without you bringing it forth.

Generated listening examples include:

Listening for another's concerns and prior commitments – what are they concerned about – really? What's not being said? Their commitment is always there in the background. If they say they “don't have time for that” then get their concern for time and handle that. If finances are a concern then until you ensure the value of the product is worth more than the money they are spending you are wasting breath! Speak their commitments to ensure you understand them and get on board with them.

Listening for the Gold in their speaking - Not judging and voting, not sympathy, or fixing, just listen with appreciation. See the value in what they are saying.

Listening for possibility – We see people as fixed objects with perhaps this thing called ‘possibility’. Paint by numbers not a canvas. We have already invented them in our listening – no possibility there. If I change my listening I alter the scope of possibility. If we see people as possibility and don't look for discovery of what is there but rather what can be created, our listening shifts. We are addicted to describe people – and how they are wired – makes us right – and shapes our listening. Train yourself to see people as possibility rather than as things or objects that are fixed.

Listening to empower another (hold them larger than they can see for themselves) If you continue to hold someone as they have always been, that's your listening and they will provide evidence to support your view! Stop reacting to people's actions – no power in that. The only way to shift their listening, is to shift your listening, which will shift your speaking, which will shift their listening, and they will show up differently, and their speaking will be in a dance with their showing up, or their world. This is how you can alter their world. If you continue to hold someone as they have always been, that's your listening and they will provide evidence to support your view!

Listen with Compassion – what appreciation for what it is like in their world

Think about people that you have felt most connected with in your past. Right now, think of someone who you say really ‘Got you’. Did that connection come from what they said, or how they listened? I say the connection existed because you felt heard. Disconnection comes when we don't feel heard! True connection comes from the listening that someone has for us. People that want to hear what we have to say – they don't judge it and us, they just let us speak - those are the people we want to spend time with. Real listening is a precious gift! So let's just try on the fact that the power is in the listening – and I am not saying it's true – but let's just consider that for a bit.

Listening to the Listening

So now let's talk about **when we are speaking** - we need to start by paying attention to the listening that's over there! This is a distinction that is called listening to the listening. How often do we pay attention to what we are speaking into? How often do we seek to create the room for what we want to say. How often has someone called you when you were in the middle of something and started a long conversation and the only thing on your mind is 'the sun is going down, I have to get the lawn mowed, I can't do it tomorrow because it is going to rain, how long is he going to keep talking?'. But in the interest of being polite – you just suffer in silence and remain checked out... When you call - how often do you ask – “is this a good time to talk? And if not, that's fine” and really mean it. Because if they have a pot of spaghetti on the stove and three hungry kids, and you want to talk about something of substance – don't you want their full attention? Wouldn't you rather they tell you “hey I am in the middle of something and my mind is really focused on it –can you call me back tonight? I really want to be present to what it is you have to say and I want to listen without distraction”. I would rather someone told me but we hardly ever do it! We are trained not to! What about setting up the listening? How about scheduling time to speak with your wife? Sounds crazy right? Could be really powerful! “honey, I would to talk about our plans for the weekend – when is a good time for you?” We do this at work but not at home.

Get interested in the listening you are speaking into. Understand that the person we are speaking to has filters. If I say the word colt what comes to mind. Many different things to different people. But we act as if everything we say can only be interpreted they way WE meant it! We operate as if we are speaking into empty vessels. The listening is not empty – they are already listening! And it is concealed – your job is to reveal it! What is this person's world – what's going on over there with them? Listening to the listening is where the power is. Access the underlying conversation. Need to get to that conversation, the unsaid, to alter behavior. The front of the hand represents what people are saying, the back of the hand is the unsaid, and the two are always matched. It's not up on the surface, it's in the background, but it's always there. What people say is often concealing what they are not saying. There is a constant dance between the said and the unsaid... Front of the hand dances with the back of the hand. It doesn't cause the back of my hand – but I can't have one without the other... What the person says is always dancing with what the unsaid – and the two are always perfectly matched! If you can get to the unsaid – that is where the power is.

GENERATED LISTENING

- Listen with an appreciation for what it's like in another's world. (with compassion)**
- Provide a safe place for others to express themselves. (i.e allowing them to finish their sentences, to have their points of view etc.)**
- Listen for how someone's speaking is a contribution to you. (Regardless of their style)**
- Listen for the Gold.**
- Listening for commitments. What are they committed to? This may or may not be said, but it is affecting what they are saying.**