



Our Premise

“People need to be heard before they can be helped, and stories carry the heart of what they want others to know.”

Story Elements

- Characters**
- Intent**
- Actions**
- Struggles**
- Details**



Listening Well

LISTEN SILENT

Listening Presence

- Quiet Listening
- Mindful Listening
 - Listen Calmly
 - Listen Openly
 - Listen Attentively

Reflective Listening

- Simple Reflections (Story)**
 - **Mirroring**
 - **Paraphrase**
- Empathy Reflections (Back Story)**
 - **Guessing**
 - **Hypothesis**

Reflecting What's Alive

“By paying attention and reflecting what’s alive, without probing or offering advice, we offer real value.”

What's Alive ?

- Stimulated Feelings**
- Innervated Needs**
- Elevated Energy**
- Juicy Visions**
- Quickened Aspirations**
- Generative Possibilities**

Emotions Matter

“An average negative experience compromises optimal performance for approximately four hours.”

~ Izzy Justice

Listening Exercise

- Presenter talks for 5 Minutes about whatever is alive – something you have some feelings about.
- Listener is completely silent, noticing the gist. Listen to understand, not to respond.
- Listener shares simple and empathy reflections for 2 Minutes while presenter is completely silent
 - What did you hear?
 - What feelings did you notice?
 - What needs did you sense?
 - How did you feel while listening?
- Express gratitude
- Reverse Roles

Presence Matters

“If you act like you only have 15 minutes, it will take all day.
If you act like you have all day,
it will take 15 minutes”

~ Monty Roberts

Imaginative Listening

Inviting Possibility

- Vantage Points
- Pivot Points
- Lesson Points

Descriptions Matter

“We do not describe the world we see, but we see the world we describe.”

~ *Joseph Jaworski*

Imaginative Listening Demonstration

Hard-to-Hear Messages

Listening Exercise

- Invite someone to tell the story of receiving or delivering a hard-to-hear message with another person.
- Offer simple and empathy reflections. What did they learn?
- Invite them to tell the story again, either from the point of view of the other person involved, or things might have gone if a different approach had been taken at a critical juncture.
- Offer simple and empathy reflections. What more did they learn?

“Yes-And” Listening

- Actively Listen**
Listen to understand, not just to respond
- Affirm Ideas**
Validate ideas, even if you disagree
- Build On Ideas**
Make a contribution that helps ideas grow

“We must remember
this simple truth: the human soul
does not want to be fixed,
it wants simply to be
seen and heard.”

~ Parker Palmer

Imaginative Listening

How Words Create World

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