

FOUR FIELDS OF LISTENING

Effective listening is an important skill when working collaboratively. The diagram represents the four fields of listening. With each field of listening a form of conversation manifests. As you examine the diagram, consider: under which field(s) should conversations occur in order to engage in meaningful collaboration? Where do you predict most conversations in meetings takes place?

Dialogue

Deep, thoughtful conversation from which something new emerges.

"FLOW"
LISTENING TO THE
WHOLE

Empathetic Listening

You're paying attention to what is not only being said, but who is saying it. People have different experiences and recognizing that can bridge the gap between opposing ideas. The experience behind the words becomes apparent.

REFLECTIVE
CONVERSATION

Barely Listening

Not paying much attention to what the person is actually saying but rather projecting your own assumptions as to the speaker is saying.

POLITE
"TALKING NICE"

Objective Listening

You begin to listen to what is actually being said over your projections. You're taking in words as a form of data gathering, like a tape recorder.

CANDOR
"TALKING TOUGH"