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”