

Blue Wave of Change



Levels of Listening and Inquiry

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<i>level</i>	<i>listening</i>	<i>inquiry</i>
1 Downloading (About self) Closed Mind, Heart and Will	Listening from habits; filtered by what you already know, reaffirming your own thinking	Asking from a place of judgement; you already know the 'right' answer
2 Factual (About self) Open Mind	Listening for learning; noticing new facts, new information	Asking from a place of clarification; you want to clarify your understanding of the facts
3 Empathic (About other) Open Mind and Heart	Listening from the place the other person is speaking from; experiencing and sensing an emotional connection	Asking from the place the other person is speaking from; encouraging deeper thinking and reflection, through inquiry into their story
4 Generative (About the whole) Open Mind, Heart and Will	Listening together to connect to the emerging future; listening to possibilities and ideas, uncertainties and hopes for the wider system	Asking to connect to the emerging future; inquiring about possibilities and ideas, about living with the uncertainties and hopes for the wider system