

Levels of Listening and Inquiry

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