

# Levels of listening and inquiry

## level

## listening

## inquiry

**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*

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**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*