

Principles and Practices for Deep Listening

Definition of Deep Listening

Active Listening [Deep Listening] is attending carefully to what another person says, means, intends and feels and responding in a way that lets them know they are heard and understood.

Three Principles of Deep Listening:

- Listen to learn
- Listen for understanding rather than agreement
- Ask powerful questions

Benefits of Deep Listening:

- Allows you to engage without assumptions
- Establishes trust by demonstrating that you value what others say and take them seriously
- Cultivates authentic connection with others -- the quality of your attention influences the quality of the conversation
- Helps clarify what is really going on
- Enables new possibilities to surface

Habits of less-skilled listeners and skilled listeners:

Less-skilled Listeners	Skilled Listeners
1. Immediately evaluate what is being said	1. Suspend judgment and listen
2. Spend time rehearsing what they will say next	2. Focus on what the other is saying
3. Try to steer the conversation towards the direction they want	3. Let the other person direct the conversation
4. Hear everything through their own frame of reference	4. Try to enter the other's frame of reference
5. Only ask questions when the other seems to need help	5. Ask questions to satisfy their own curiosity or interests
6. Disagree with other's point of view	6. Seek to understand other's perspective
7. Try to take in and respond to everything	7. Sort for main ideas
8. Allow their mind to wander to other things	8. Keep focused on the other and what they are saying
9. Parrot back exactly what they heard	9. Reflect back the essence and feeling of what was said.
10. Give little verbal and non-verbal response	10. Actively encourage speaker through verbal and non-verbal cues