

LISTENING TO OUR HEADS, HEARTS AND FEET... TOGETHER

LISTENING TO THE HEAD

This is the thinking level, made up of perceptions, thoughts, facts, concepts, arguments, ideas and spiritual insights.

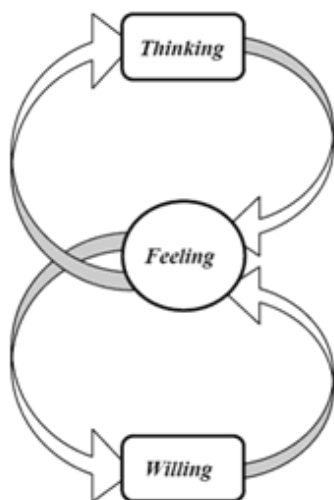
Listening non-judgementally means being open-minded and genuinely interested in where the other person is coming from, how they think and what assumptions they make.

LISTENING TO THE HEART

This is the feeling level, made up of emotions, moods and non-verbal experiences. Listening for feelings, paying attention to tone of voice, facial expressions, eyes and gestures. Empathetic listening means putting yourself in the other person's shoes. Listening to the silences can reveal feelings of disagreement or inadequacy, boredom or anger.

LISTENING TO THE FEET

This is the will level, where you listen for what people really want. Often, speakers themselves are only dimly aware of their own intentions and desires. It's surprising how few people are fully aware what motivates them and what they actually want in a situation. Skilful listening uncovers what lies 'behind' their thoughts and 'below' their feelings. Body language can reveal the will – a strong body presence may demonstrate a strong will, while a withdrawn body may reveal a weak will.



ESSENTIAL CHALLENGES OF LISTENING AT 3 LEVELS



People all have their own ways of seeing the world and thinking about things. Be careful not to assume they see things the way you do.



Listening to someone's true feelings gives you important clues about what really matters to them.



The will level is where resistance to change usually resides. Helping people to listen to and transform their own will is one of the deepest challenges of change.