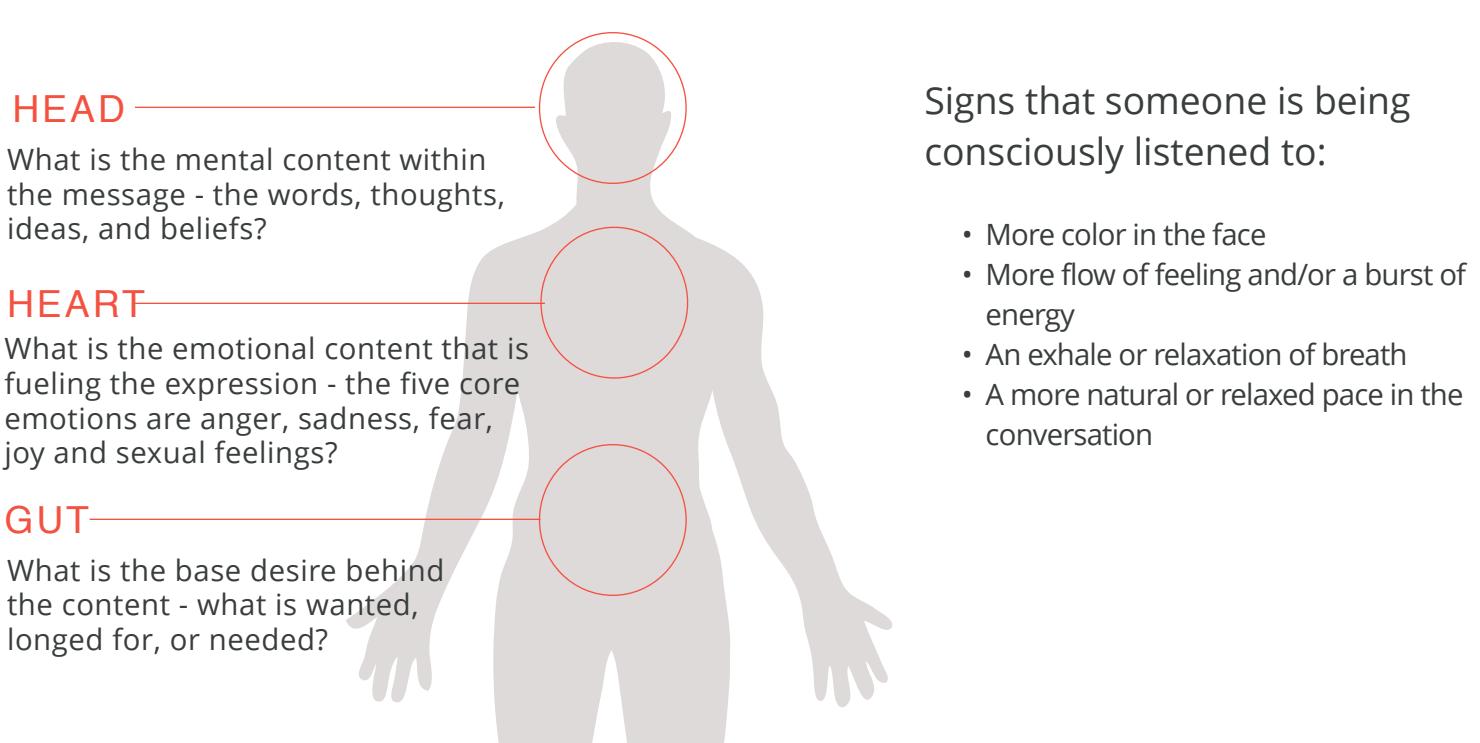


CONSCIOUS LISTENING

Listening above the line happens when the listener is aware of what's occurring in the moment for themselves and with the person they're listening to, without any alternate motives. This kind of listening supports genuine transformation and honors the intelligence of head, heart and gut.



Listening from below the line...

Unconscious listening has a motive - a way to keep you from really listening

Fixing

Listen while attempting to fix their problem for them, responding only with solutions.

Diagnosing

Analyze the circumstances, offer hypothesis and ask questions to clarify your theories

Defending

Listen for how the person has misperceived the situation and response with reframing.

Calming

Listen for how the person needs to feel relaxed and try to console them.

Debating

Listen with skepticism and respond with devil's advocacy.

Correcting

Listen for where the person is incorrect, and respond with corrections, improvements and/or criticism.