

# THE SKILL OF LISTENING

**The Art of Being Present With Another**

*New York City Football Club*

**Session 2 - June 25th 2020**





**The map is not the territory:** Repetition and takeaways since last session



What does it mean to **listen**, and why is it important to communicate effectively?



**How to listen:** The 4 levels of listening



**What to listen for:** The sensory acuity model



**Summary and reflections**

# AGENDA FOR TODAY



# FILTERS

The external world (the territory)



We experience the world through our senses



- Upbringing
- Memories
- Values
- Beliefs
- Thinking styles

Your internal representation of the external world (your mental map)

STATE

BEHAVIOUR

# YOUR FEELINGS ARE THE RESULT OF ...

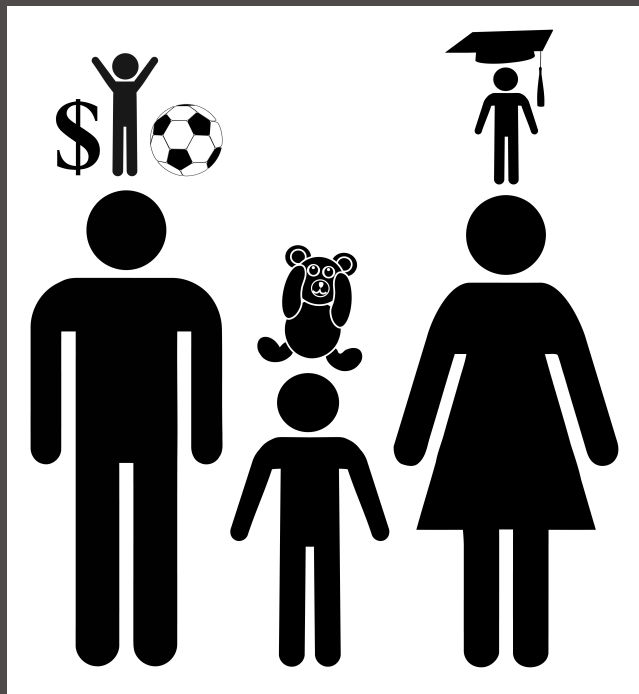
- ... the difference between your mental map and what you experience in the territory

- **Expectations meet reality**

## Two main ways to lead your self:

- Adjust your map (expectations)
- Improve your coping skills

(strategies for coping with your feelings in supporting ways, fex through acceptance and self compassion)





Where focus goes,  
energy flows.

Tony Robbins

quote fancy





# THE SKILL OF LISTENING

What does it mean to listen, and why is it so important, and how do we listen effectively?





## **Listening enables you**

- to ask powerful questions.
- to support and build rapport (connection) very well, which means you can lead effectively.
- *If you're in a conversation and wondering, what should I ask next? You haven't been listening.*





**WHY IS  
LISTENING  
HARD?**

# WHY IS LISTENING SO IMPORTANT?

- To be able to influence someone you first need to understand the other person and meet him where is.
- Listening shows the other person that you care – and that creates rapport (connection and trust)
- Listening is contagious: When you listen it is much more likely that the other person wants to listen to back. The other person will become more open to your suggestions and input.





- **Today you will learn**

- How to listen

- What to listen for



# HOW TO LISTEN: 4 LEVELS OF LISTENING

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## **Interior:**

Downloading listening

Factual listening

## **Exterior:**

Empathetic listening

Pure listening





## LEVEL 1: DOWNLOADING LISTENING

- While the person is talking, you are talking to yourself in your head.
- Lost in your mind, screening out what is being said, not paying attention.

### *How?*

- Little eye contact, could be mismatching body language, looking at phone, not really responding or saying “yep, yep” etc.



## LEVEL 2: FACTUAL LISTENING



- Listening only for the facts that are interesting and important to you.
- Listening just to confirm or disconfirm own mapping of the world.
- *How?*
- Listening for and responding only to the facts that are interesting to you - from your point of view.

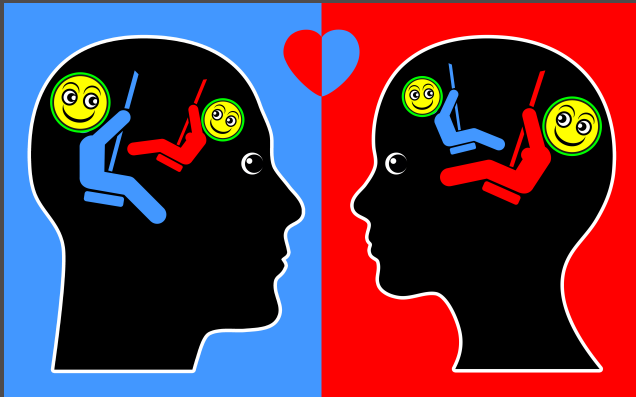


## LEVEL 3: EMPATHETIC LISTENING

- Listening for what it FEELS like to be in the other persons shoes, leaving yourself behind.
- Listening to the felt experience of the other persons reality.
- *How?*
- Confirming, acknowledging, validating the others map of the world, understanding what it must be like for that person from a heart space.



# LEVEL 4: PURE LISTENING



- Listening with open mind-heart-gut.
- Listening with your whole body, with your senses, being fully tuned in to the other person.
- Being open to reality without thinking about who you need to be seen as.



# KEYS TO LISTENING ON A HIGHER LEVEL:



- **OPEN YOUR MIND:** Be receptive and curious. Refuse old habits of listening defensively.
- **NOT-KNOWING-STATE:** Listen from a witnessing state so that you can see and hear without judgement, without evaluation.



# **EXERCISE: LISTENING ON 4 LEVELS**

- Work in pairs, and one talks for 4 minutes about how they found their way to coaching in sports.
- The other person listens on the 4 levels, first minute downloading, second minute factual on so on.
- I write in the chat box when to switch from one level to another.



# PRESUPPOSITIONS OF EFFECTIVE COMMUNICATION



- **When calibrating someone's reality, when there is incongruity, the highest information will be behavior.**
- *This includes a person's eye cues, breathing, etc.*
- **Resistance first and foremost indicates the lack of rapport (connection).**
- *People have a positive intention when they resist what we offer—it saves them by resisting what we seem to be imposing upon them.*



# WHAT YOU WILL BE LEARNING THROUGH THE PROGRAM



Understand the basics of human psychological functioning

The skill of listening

The skill of supporting

The skill of questioning

The skill of framing and giving/receiving feedback

The skill of state induction