



LISTENING TO GET YOUR WORLD

Purpose

To be curious about and understand the other person's world, as they see and experience it, as well as to expand my view of the situation.

Why Bother?

In business as usual, we default to listening to others in order to agree, disagree, to "fix" the situation, prepare our response or prove we are right. We fail to stay connected, open and curious with ourselves and others while in a conversation.

In a Breakthrough Conversation, we listen to really understand the other person's world. We listen for how they see and experience a situation rather than immediately jumping in with our perspective. We learn the value (for them and for us) of seeing the world through someone else's eyes as a foundation for building relationship while creating better results together.

How To Use

As you listen, regularly pause and say:

- ***"What I hear you saying is _____. Is that right?"***

To encourage someone to keep talking, say:

- ***"Tell me more."***

To help you focus, you can listen for:

- **Content:** *"What I hear you saying is _____. Is that right?"*
- **Feelings:** *"What I'm imagining you are experiencing or feeling is _____. Is that right?"*
- **Wanting:** *"What I'm imagining you really want is _____. Is that right?"*

TIPS

- No matter what words you use to share what you are hearing, the most important thing to say is, *"Is that right?"*
- You want to listen for the gist of what is being said - the overall sense of what you've heard. It isn't about getting the words exactly right; rather it's to let the other know you are catching a glimpse of their world.

WHEN TO USE

- When you have expressed your world and want to find out what the other person thinks or feels about what you have shared.
- When you feel triggered. (If you or the other person feels stressed in the conversation, chances are you are not effectively listening to one another.)
- When the conversation seems to be going in circles.