

Listening Tools

Blind

Verbal cues:

- Use of strong metaphors
- Emotions
- Absolutes- staunch conclusions or beliefs that something just is the way it is
- Discrepancies, inconsistencies
- Notice the path of blame- "who's fault is it?"
- Focusing only on the current situation
- Focusing on anything BUT the current situation
- Where does validation come from?
- Confirmation bias? Places where the speaker seeks situations that prove their theories
- Imposition of rules (self-created), limiting beliefs

Pattern cues:

- Situations in other parts of life that the pattern emerges- discovered with the simple question of "Where else does this appear in your life?"
- Is the content related to a personal mantra or worldview this person has been holding onto?
- Holding onto 'sacred cows' Definition: an idea, custom, or institution held, especially unreasonably, to be above criticism
- Ethical dilemmas

Body language/Reactions as cues:

- Unrealized emotional triggers- the speaker is surprised at their emotional response
- Looking down, away, or into the distance
- Simply lacking an answer to a difficult question or quiet, slow, low tones
- Loud, fast, high tones
- Wide eyes, eyebrows raised
- Holding breath, taking a deep breath, exhaling, sighing

Where the content is or is not focused:

- Seeing anything BUT the positives or ONLY seeing the positives
- Over-articulation- going into extensive detail in a certain area
- Persistent topic
- Focus on what "ISN'T" the problem

Hidden

The unspoken cues:

- Speaker stops short or silences
- Under articulation- moves on quickly from a topic with little added detail
- Indifference or avoidance of a topic
- The unusual absence of emotions or feelings
- Limiting vulnerability, fearful of judgment

The spoken, but is there more?

- Resignation, defeat
- Only presenting on "solvable" topics
- Generalized statement- avoiding specificity