

Level of Listening	Experience	Result
Listening 1 <i>downloading</i>	Just what I expected.	No change or small changes in understanding. Mostly a repeat of the same ideas.
<i>Open Mind expresses curiosity and quiets the Voice of Judgment</i>		
Listening 2 <i>debating</i>	I became aware of some new facts and ideas that challenged my assumptions and shifted the way I make sense of the situation.	Taking account of new realities; better informed. More aware of assumptions, new ideas and alternative ways to understand current reality.
<i>Open Heart activates compassion and overcomes the Voice of Cynicism</i>		
LISTENING 3 <i>dialogue</i>	I have seen the situation, and my place in it, through the eyes of someone whose experience is different from mine. I have a new sense of how another person experiences the situation and how they feel it. My own feelings resonate with those of someone different from me.	Awareness of real differences in experience and evaluation of the situation; new perspective; better understanding of aspects of the situation that have been hidden or avoided.
<i>Open Will draws on courage and calms the Voice of Fear</i>		
LISTENING 4 <i>collective creativity</i>	I am not the same person now than I was when I entered this conversation. Together we generated understanding and possibilities that did not exist when the conversation started.	A growing sense of the highest possibility in the situation and of the contribution I can make.
<p>The table is based on a video on levels of listening presented by Otto Scharmer in the edX course, <i>U.Lab: Transforming Business, Society & Self</i>, 21 January 2015.</p>		

Mapping the Inner States of Change Creators

Beth Mount & John O'Brien v. 1.5.4-6-12



4

Courage from resourceful relationships & shared sense of highest purpose
We are responsible to create new possibilities

3

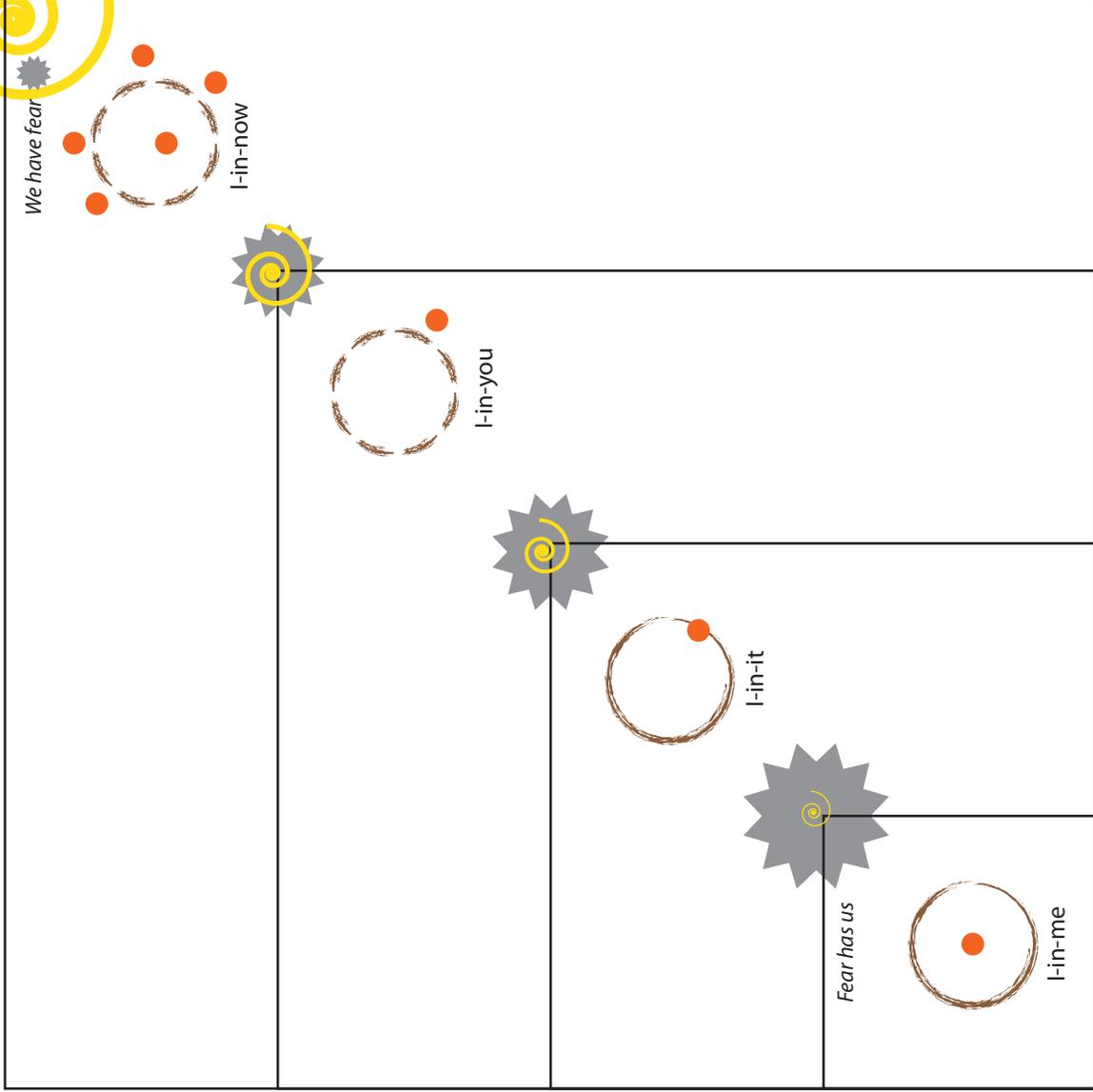
Active testing of assumptions about resource scarcity & authority
There is room to make change

2

Desire for difference bound by passivity in the face of complex rules & sense of scarcity
It would be good, but they won't let us.

1

Fated to mindless reproduction of current reality
It can only be the way it is.



The success of an intervention depends on the inner condition of the intervenor.
—Bill O'Brien

1	2	3	4
Downloading habits of thought Rule-reenacting	Noting factual differences Rule-revealing	Empathic listening Dialogue Rule-reflecting	Generative listening Collective creativity Rule-generating

Possibility

For the Possibility axis & the structures of attention, we are grateful to www.presencing.com