



YOUR KINDLE NOTES FOR:

## Deep Listening: Impact Beyond Words

by Oscar Trimboli

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### 17 Highlights

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Highlight (Yellow) | Location 150

We feel frustrated, isolated and confused because we aren't heard.

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Highlight (Yellow) | Location 212

Our gut instinct knows when others aren't listening because we are all natural born listeners. At 20 weeks in your mother's womb, you learned how to listen. You learned to listen before you learned how to breathe, before you learned to see or speak.

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Highlight (Yellow) | Location 222

Only 2% of people are taught how to listen.<sup>2</sup> Congratulations if you are part of the 2%. For the other 98% of us, we must relearn what is our birth right – how to listen so that we can make an impact beyond just the words we hear.

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Highlight (Yellow) | Location 245

1. The Lost Listener You're in your own mind rather than in the conversation. You are so absorbed with your self-talk you don't create enough space for the dialogue to land in your mind, you are so busy thinking about your last thought or your next thought that you can't focus on the discussion. You are lost before you even turn up. 2. The Interrupting Listener You are so focused on finding a solution to the problem that you finish the speaker's sentences for them. You feel they are moving too slowly in describing the issue, so you listen with the intent of solving, rather than their intent of being curious. You interrupt and interject, creating all kinds of confusion. You are busy solving problems the speaker hasn't yet verbalised. 3. The Shrewd Listener You are too busy trying to solve the issue before listening to the explanation. You might be shrewd enough to wait patiently and not interrupt the speaker, but you are anticipating the future, trying to solve the problem before you've heard it or understood it all. You have forgotten to be present and to listen completely. 4. The Dramatic Listener You love creating drama and exploring every element of the discussion. Rather than helping the speaker progress, you get stuck in the detail and dissecting the historical events and patterns that have led you to the discussion. You are so engrossed and engaged in the story that you become completely preoccupied in the theatre of the drama.

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Highlight (Yellow) | Location 279

Do you see some of your own listening strengths here? 1. Intentional Listening You understand that listening is about what both parties bring to a conversation. Listening is a state of mind. Rather than just hearing words, sentences and stories you bring a presence to the discussion that creates space and opportunity to make a difference. You understand the need to create the right state of mind for yourself before you commence the discussion. You help the speaker move into a productive state during the dialogue. You understand that your intention is the only thing that you can control in the dialogue. 2. Systemic Listening You understand the bigger picture and that all people and problems are part of systems. You understand that systems are integrated and balanced. You listen to understand how the dialogue can be integrated and connected to other discussions, debates and situations. In your mind and through your questions you can help the speaker expand the possibilities of their thinking in skilful and subtle ways. You create broader perspectives in the dialogue because you listen on a level others rarely explore. 3. Curious Listening You love exploring the landscape of ideas and discussions. You are genuinely interested in the speaker and the discussion. You are a skilful and considered questioner. You understand that it's what's unsaid that is more powerful than the first thing out of the speaker's mouth. Your curiosity and the skill of your questions help the speaker move out of their internal orientation and see the world from the outside. 4. Progressive Listening Nothing makes you more excited than seeing the speaker arrive at a new insight through your discussions. You like starting the dialogue in one place, then leaving it in a more advanced state. Your outside perspective creates possibilities for them and the dialogue. You create a sense of momentum and excitement in discussions. You want the speaker to leave the discussion more energised and optimistic. You are disciplined enough not to be fixated on how to get there. You are confident that the destination will reveal itself through progressing the discussion.

Highlight (Yellow) | Location 324

1. Listening to Yourself Paradoxically, deep listening to others starts with listening to yourself first. You need time to tune in and recognise what is running through your own mind, then clear away this clutter and create a space to make room to hear others. 2. Listening to the Content Once you have cleared the space in your own mind, you have more room to explore the landscape of the content. Listening to the speaker's words is critically important to those who are speaking, yet I think this only begins to scratch the surface of good listening. There are deeper and richer layers to explore. Content is a critical ingredient in the recipe of dialogue, but other ingredients are needed to make memorable and impactful outcomes. 3. Listening to the Context The context is informed by the content. Asking thoughtful and provoking questions can help you clarify your understanding. These questions can help the other person explore a much broader context and landscape in their thinking. In turn, you both discover a richer range of alternatives. Some examples of clarifying questions include: What assumptions have you made to reach this conclusion? What would your customers or stakeholders say if they heard this discussion? Is this true in all circumstances? 4. Listening to the Unsaid Dialogue is a simultaneous and fluid equation. Research shows that most people only speak at 125 words per minute, but their mind is processing at least 400 words per minute<sup>3</sup>. There is a considerable disconnect between what they want to say and what they are actually saying. I have found this statement to be really powerful in helping someone else deepen their understanding of what they were thinking and discussing. 5. Listening to the Meaning Content, context and the unsaid all contribute to the meaning. Meaning can be created for the person speaking, the person listening and collectively. Listening at the level of meaning helps us to make sense of the discussion and informs a wide range of perspectives and possibilities. It helps each party understand what has changed in their thinking since the conversation started.

Highlight (Yellow) | Location 364

We speak between 125 and 175 words per minute, yet we can listen to 400 words per minute. That means that no matter how fast they speak, your mind can process three to four times more words. It's this gap that causes you to drift off and be distracted.

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Highlight (Yellow) | Location 381

To be a deep listener and help your speaker progress their thinking, ask one of the following questions. 1. How long have you been thinking about this? 2. What else are you thinking about? 3. What's different about your thinking since we started discussing this? 4. What is it that you haven't said?

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Highlight (Yellow) | Location 398

Great dialogue is like the ebb and flow of the waves on a beach. There is a natural tempo and movement between the water and the sand. Done well, it is an easy and effortless interaction between two people. Occasionally, like a poorly formed wave, a conversation can come crashing down around you – messy and wasteful. So what's the trick to an effortless flow? You must listen deeply to yourself before you start the process of listening to others. Before you engage in dialogue, you need to start from a quiet place within yourself. Recognise what is running through your own mind and then clear away this clutter to make room to hear the other person.

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Highlight (Yellow) | Location 438

The practice of listening is closely connected to the rhythm of your breathing. When you get this, then you start to understand how to listen deeply.

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Highlight (Yellow) | Location 461

A simple way to increase silence is to close your eyes for 15 seconds before a conversation, phone call or meeting.

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Highlight (Yellow) | Location 464

When you create space in your own mind, you allow space for the conversation to land and expand without competition or judgment. The space you create in your mind from just 15 seconds of silence will significantly improve your ability to listen and take in information.

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Highlight (Yellow) | Location 497

Another ingredient for deep listening is to treat a pause like it's another word in the conversation.

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Highlight (Yellow) | Location 503

Their pause is the most critical moment in your listening. It is in the pause where you start to notice what someone's intention is. A pause moves the speaker from a place of thinking you are listening to a place where they feel heard.

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Highlight (Yellow) | Location 535

Words are the ingredients of a great conversation, but you need a recipe to make sense of all the words. Understanding the words is where most listening and communication books start and, unfortunately, where most of them end. Techniques like active listening, paraphrasing, summarising, verbal confirmation, and body mirroring are great places to start learning to listen – they are just the beginning rather than the end of the practice of listening.

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Highlight (Yellow) | Location 542

Ken Wilber's work in the 1970s sought to create an approach to help people understand what context they were currently operating from, what context needs to be more fully explored and what context would serve the conversation best. Wilber's Integral Theory is an approach to unifying Eastern and Western thinking and philosophies. His Integral Model presents four orientations of context. This becomes a simple navigational tool to explore dialogue four times more effectively, because it creates a way to fully listen to the 400 words that are unsaid by the speaker. The four dimensions of the model help you listen through a different perspective to understand a different context each time. The four perspectives are: 1. Internal – is the discussion focused inside their system or organisation? 2. External – is the discussion focused outside their system or organisation? 3. Individual – is the discussion focused on them? 4. Collective – is the discussion focused beyond them?

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Highlight (Yellow) | Location 573

Deep listeners are engaged in the process of not just connecting words, phrases and sentences, they are listening beyond the obvious. They connect the patterns, the common links in stories and ultimately, they are searching for meaning rather than understanding. Listening for what's said is like spending all your time looking at the sun and saying that because the sun is the most obvious and brightest part of the sky, it is the only star in the solar system. Listening for what's unsaid is about taking a broader perspective – it's about taking an explorer mindset to looking at the solar system and first noticing the sky, the clouds and the sun before we explore Mars, Jupiter and beyond.

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