About the PONIES
whoever holds the pony has the power of WORDS

others remain committed to SILENCE
IMAGINE

HOLDING an EMPTY bowl

everything the speaker says goes into the bowl

YOU put NOTHING in the bowl
Whole Body Listening

EYES watching
EARS listening
BRAIN focused on speaker's information
MOUTH closed
SHOULDERS squared toward the speaker
HEART caring about the message
HANDS folded or in lap
FEET still on the floor
Observe their
BODY language
TONE of voice
FACIAL expression

SLOW DOWN
Chill out

FOCUS
on the other person
Be intent on being present and listening intentionally.
Have a beginner’s mind, a child’s curiosity -

This all takes a lot of energy, so STOP

THINKING
TALKING
HELPING
No Ideas Solutions Fixes

Take the pressure off yourself to both listen and understand AND do something or find a solution
Don't think of responses or fixes (your goal isn't to help)

Don't be quick to get to “I get it“ or reciprocal sharing (your goal isn't to force a connection)

YOUR GOAL is to show the speaker what they say is important
Let them finish
Completely –
Allow a little awkward,
   Silent pause

Ask questions
   I’d like to hear more about . . .
   What happened next . . .
   How did you feel about that . . .
   How do you feel about it now . . .
Observe

how valuable it is to be listened to

When you listen to others well, and they feel truly heard, they'll listen to you when it's your turn to speak
Friendship is magik

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Compiled by Professor Beth

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