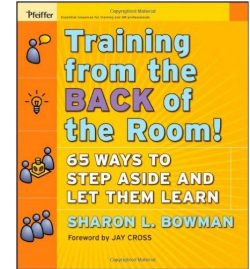


How Does Deep Listening



Enable Better Implementations?



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Outcomes:

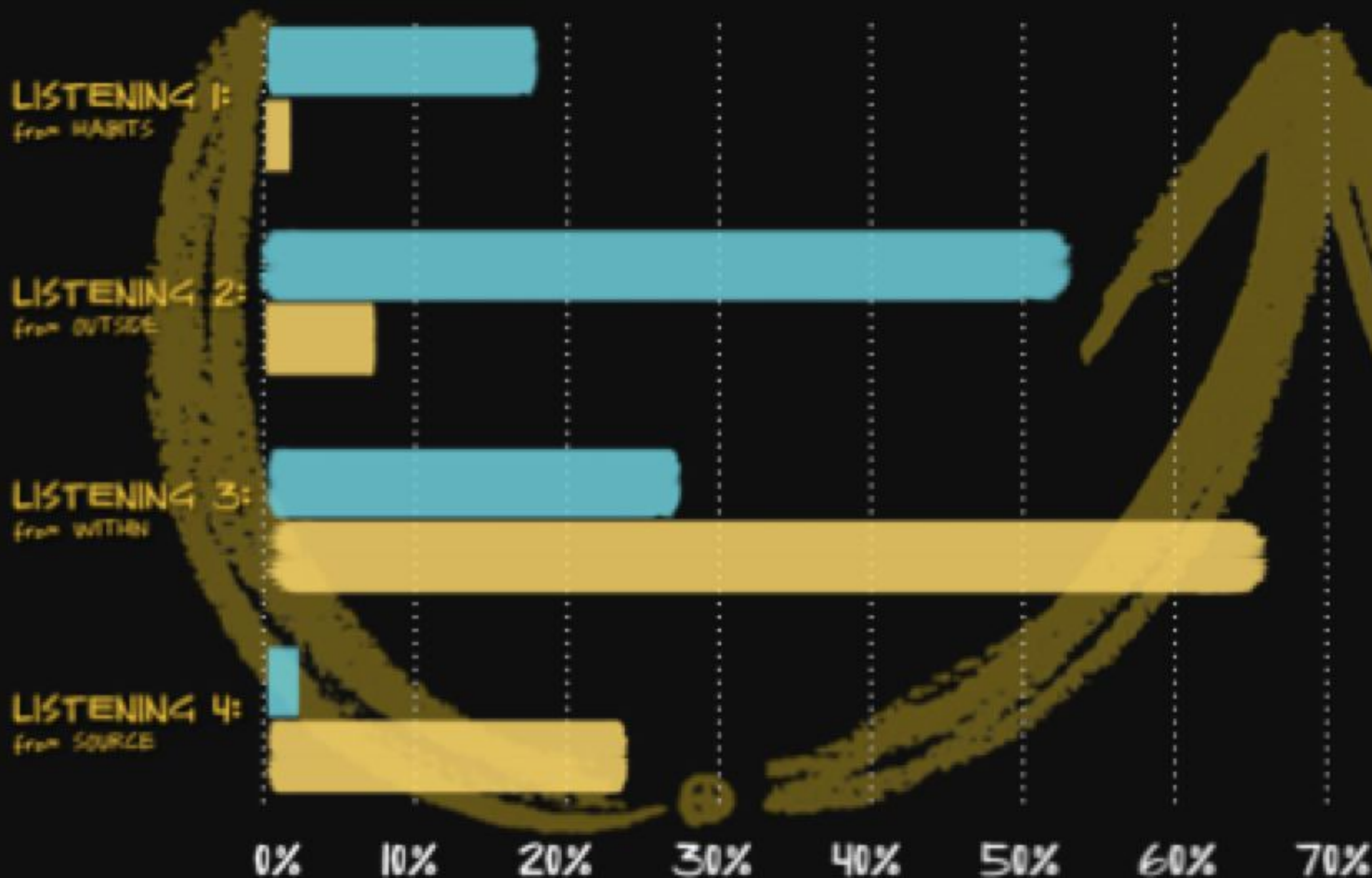
- Learn Theory U's Four Levels of Listening for applied problem solving.
- Contrast your current business analyst practices with those obtained through Theory U.
- Recognize your personal level of listening.
- Discover the benefits of deep listening and apply it to every aspect of your life.

What Stops Us from Listening Deep?



Improvement in Levels of Listening

LEVELS of LISTENING



Blue = Before Theory U Class, Yellow = After Theory U Class

Theory U

Downloading
past patterns

1

Performing by
operating from the whole

Voice
of
Judge-
ment

suspending

Seeing
with fresh eyes

2

*Open
Mind*

embodying

Prototyping the new by
linking head, heart, hand

Voice
of
Cyni-
cism

redirecting

Sensing
from the field

3

*Open
Heart*

enacting

Crystallizing
vision and intention

Voice
of
Fear

letting go

4

*Open
Will*

letting come

Presencing
connecting to Source

*Who is my Self?
What is my Work?*

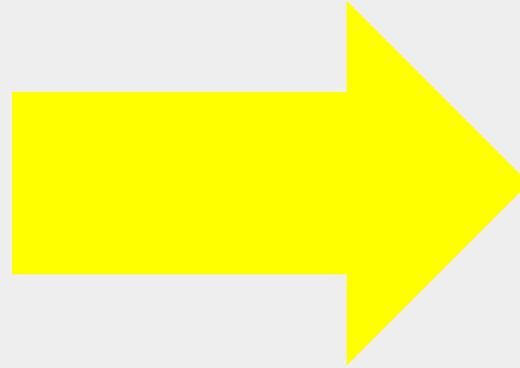


Theory U

Downloading

Performing by

Problem



Solution

*Who is my Self?
What is my Work?*



Theory U

Downloading
past patterns

Voice
of
Judge-
ment

suspending

Seeing
with fresh eyes

*Open
Mind*

Voice
of
Cyni-
cism

redirecting

Sensing
from the field

*Open
Heart*

Voice
of
Fear

letting go

*Open
Will*
Presencing
connecting to Source

Can we
operate
at a
deeper
level?

*Who is my Self?
What is my Work?*



Theory U

Downloading

Performing by
operating from the whole

embodying

Prototyping the new by
linking head, heart, hand

enacting

Crystallizing
vision and intention

letting come

Presencing
connecting to Source

*Who is my Self?
What is my Work?*



PRESENCING
INSTITUTE

So we may co-
create better
solutions...

Downloading

Level 1

Listening from
**Habits of
Judgement**

Talking Nice



Reconfirming old opinions and judgements!

Speaking from what they want to hear

Level 1 to Level 2

OPEN MIND

Suspending the Voice of
Judgement



Seeing with Fresh Eyes





Disconfirming Data (finding new)!

Factual

Level 2
Listening from
**Noticing
Differences**

*Talking
Differently*

Speaking from what I think

Level 2 to Level 3

OPEN HEART



Redirecting the Voice of Cynicism

Sensing from the Field



Level 3

Listening from **Emotional Connection**

Empathic

*Talking
Reflectively*

*Inquiry into
viewpoints, Self
Reflection*

Listening from
within



Seeing through another person's eyes

Level 3 to Level 4

OPEN WILL



Letting Go the Voice of
Fear

Presencing - Connecting
to Source



Generative



Connecting to an Emerging Future

Level 4
Listening from
Source

Intentional
Stillness,
Presencing, Co-
Creating

*Talking
Transformatively*

Wrap-Up:

- As Business Analysts, we strive to understand what they need and want.
- We hone our skills and find new ways to improve on the basics.
- Now to see where this new understanding of listening deeply will take us next on our journey as business analysts?

Follow-up Resources

MOOC 4.0: The Next Revolution in Learning & Leadership

http://www.huffingtonpost.com/otto-scharmer/mooc-40-the-next-revoluti_b_7209606.html

Otto Scharmer on the four levels of listening

<https://youtu.be/eLfXpRkVZaI>

Home > All Subjects > Business & Management > u.lab: Leading From the Emerging Future



u.lab: Leading From the Emerging Future

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I would like to receive email from MIT and learn about its other programs.

<https://www.edx.org/course/u-lab-leading-emerging-future-mitx-15-671-1x>

