

A TOOLKIT FOR PROFESSIONALS
MINDFULNESS AT WORK

What Mindful Listening Is and Isn't

MINDFUL LISTENING REQUIRES...

- ▶ **Awareness** of our internal processes (i.e. thoughts and reactions) when another is speaking
- ▶ A **willingness** to receive another's message
- ▶ An inner **container** of silence and curiosity

MINDFUL LISTENING DOES NOT REQUIRE...

- ▶ That we **agree** with the views and beliefs of another person
- ▶ That we **accept harm**, aggression, or abuse of any sort
- ▶ That we always feel calm and warm inside, particularly when in the midst of a difficult conversation

TRY THIS MINDFUL LISTENING EXERCISE:

- 1 Find a trusted colleague and a quiet place to sit across from one another
- 2 Choose a 'speaker' and 'listener' You will later reverse roles
- 3 Set a timer for 3 minutes as the speaker shares what they did over the weekend
- 4 The listener is tasked with receiving what's said with openness and curiosity
- 5 Switch roles and repeat the exercise
- 6 Once finished, discuss your experience

"To truly listen depends on a kind of inner silence. It requires that we empty ourselves and make space to receive something new."
- Oren Jay Sofer

