

LISTENING DEEPLY



Quiz

HOST A SAFE SPACE

host a safe space

Remember, when you are in a listening session you are **not** there to extract stories, nor to forge insights.

You are there to hold a **safe space** for the person.

How can you build such place?

Read the following questions to find it, you'll be able to read the answers after each prompt.

host a safe space

What are the actions that provide a safe space for the person?

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apologize, repair the trust, or let the person exit

the person might feel:

- vulnerable to your judgment
- forced or coerced to answer
- invaded in terms of privacy
- worried over what you'll do with what they've told you

host a safe space

What is a safe space?

safe space

culturally – a place for people to meet and communicate without being harassed, discriminated against, or harmed for being who they are

in a listening session – conditions allowing the person to feel comfortable discussing their interior cognition without being harassed, discriminated against, or harmed

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Why is trust important?

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It is an **emotion** the person experiences about whether it's safe to rely on you. The person will experience trust or distrust over and over throughout the listening session.

you must act to show that the person and their ideas will be treated with respect and care



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What kinds of consequences can happen if you do not create a safe space for the person?

mental & emotional harms of not maintaining a safe space for the person

- feeling triggered
- feeling accused or criticized
- being made to think my interior cognition is not “right”
- being treated as someone whose thinking doesn't deserve a solution

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Which are the techniques to create a safe space for the person?

hosting a safe space

1. recognize the mood
2. show you are listening
3. avoid judging
4. bring your warm personality




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Now, let's see them more in detail.

1. Recognizing the person's mood is important. Why?
And what do you do about it?

because life happens

check in with yourself about **your own mood** a day before the session, too



Sense the **person's mood, energy level & state of mind.**

Recognize their emotion about the session itself.

If now is not a good time for the session for the person, use some of **their words** to acknowledge their reality.

Offer to **reschedule or cancel.**

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2. How do you show the person that you are listening?

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culturally
dependent

Make small exclamations about what the person is telling you. Reflect emotion they are conveying.

Show that you are **tracking their concepts**. Reference things they mention, as **support**.

Be natural, use your own style of support... **put some variation** in your support phrases.

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3. What happens when you let your judgment occupy your cognition during the listening session?

judging is disruptive

If your opinions about what the person is telling you occupy your mind, **you miss** what the person is telling you.

If you hide your judgment, the **person may notice** anyway.

If you point out **contradictions**, it says **you are judging** them.

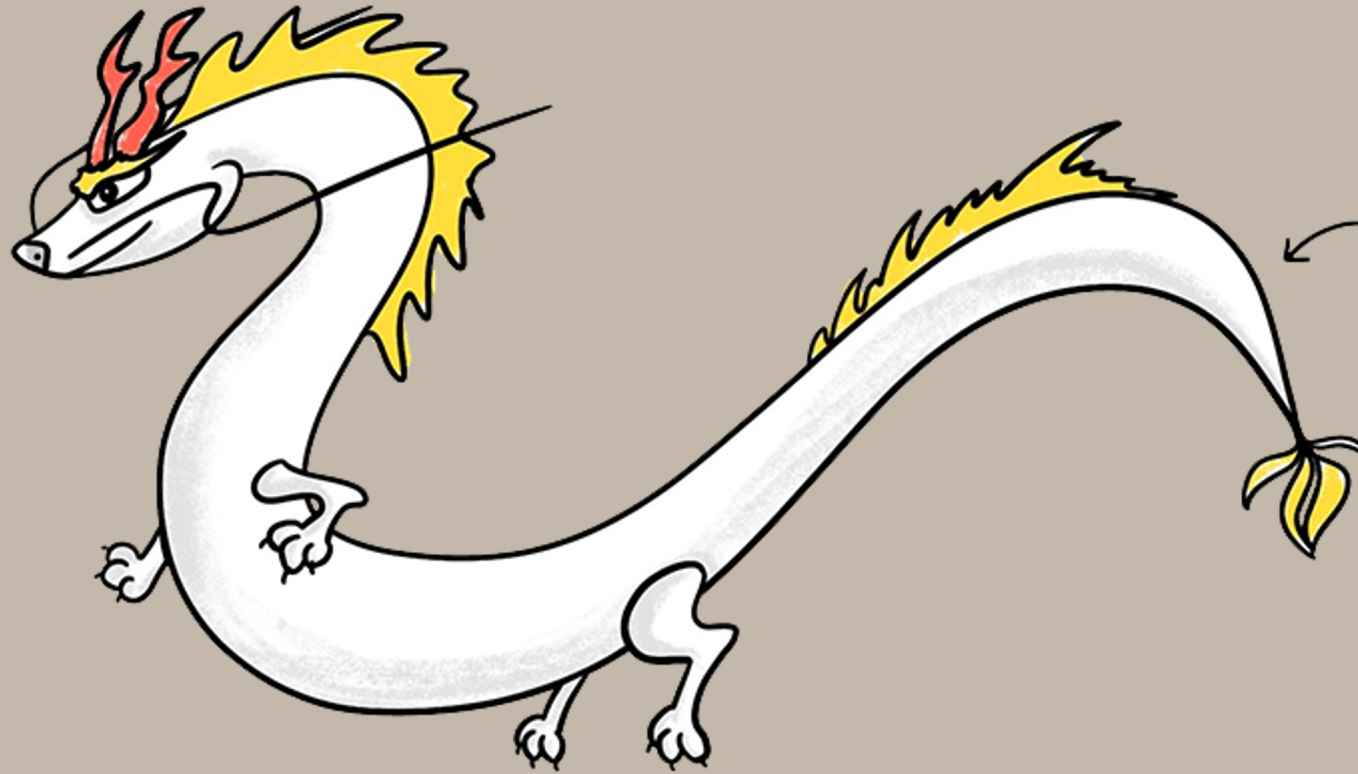
Use words to **show that you believe** their reactions and thinking are valid for them. (Even if you don't agree with it.)

remember the dragon

When you **judge** the person's thinking or emotions, **remember** the long dragon body & **recognize how valid** these are for this person.

their present
thoughts, emotions,
personal rules, opinions,
preferences, actions,
etc.

it is **their** dragon
body influencing
their present



the body was
always there...
part of the whole
being

Dragon's long body is a lifetime of past experiences that influenced their present.

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4. Why is it important to bring your warm personality to a session?

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The **person will notice** that you are distancing yourself. They will distance themselves in response, which results in **very little interior cognition**.

Avoid saying **mechanical phrases**, like “That’s interesting to know” or “Thank you for that.” These phrases are not really true, plus they pull the person **back into session mode**.

Avoid playing a formal “researcher” because the person will feel like a “subject” and lose trust in you.

cultural formality is okay,
but **not researcher-subject**
formality

Focus on their experience of the session.

