

LISTENING DEEPLY



Quiz

GENERALIZATIONS & HABITS

generalizations & habits

We have talked about generalizations before.

Extend your knowledge on how to deal with them in the following slides.

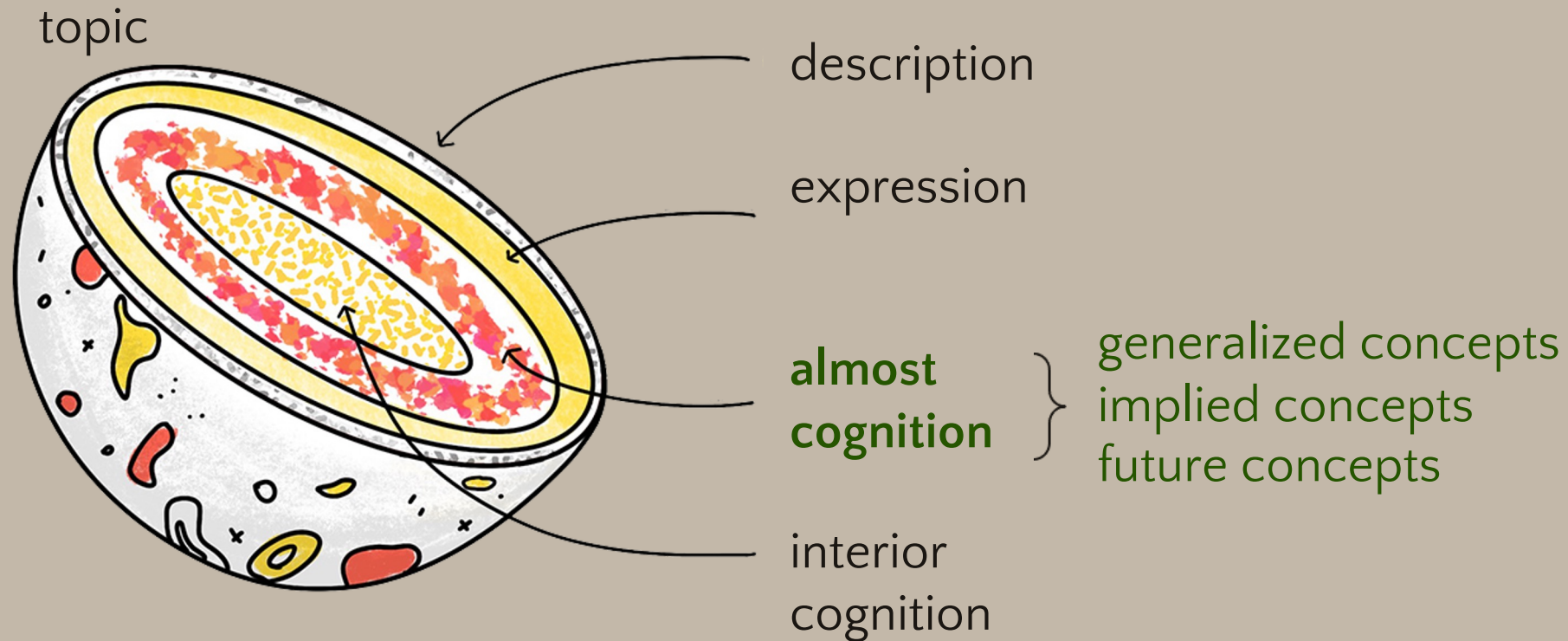
Answers will show after each question.

generalizations & habits

Are you able to recall what are generalizations? Which layer of a topic “jawbreaker” do they belong to?

generalizations & habits

generalized across many instances, across many contexts



generalizations & habits

How would you describe generalized concepts?

generalizations & habits

Generalized concepts refer to **many instances of the same situation**. Generalized concepts are the way a person acts, reacts, or thinks in **a context that occurs frequently**.

Generalized concepts are **not** about a specific memory from a particular date, at a particular place & time.

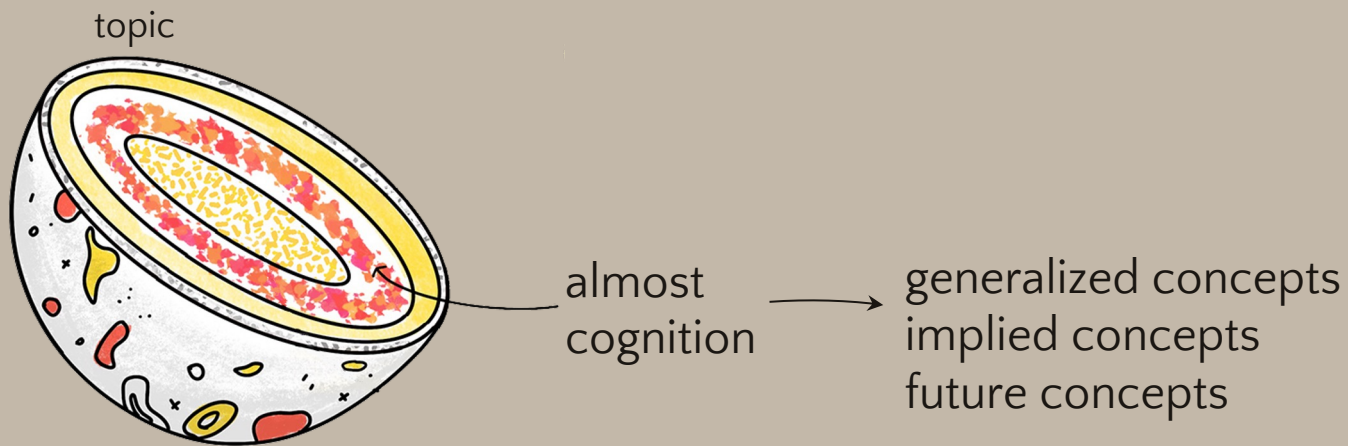
If a person **is** relating **a specific memory**, then they are not generalizing.

generalizations & habits

Some generalized concepts may be usable as interior cognition. What are they? What generalized concepts cannot be used as interior cognition?

generalizations & habits

There is a fuzzy line between usable generalized concepts and unusable ones.



possibly usable interior cognition, might need to ask

- generalized inner thinking
- generalized emotional reaction

need to ask about interior cognition

- implied inner thinking
- implied emotional reaction
- implied guiding principle

no interior cognition, but could maybe find roots

- generalized explanation
- generalized opinion
- generalized preference
- future explanation
- future opinion
- future preference
- future inner thinking
- future emotional reaction

generalizations & habits

Where it says “need to ask,” what techniques would you use?

pin to place & time

pin to a place & time to ask for **interior cognition**

shift to an earlier pull tab, pinning it for the person

find the roots of a preference or opinion

ignore it if it is not important to the person's purpose

generalizations & habits

Why is it helpful to focus the person on a specific date, place & time?

**it is easier for the person to remember
their interior cognition**

**What is an analogy to help you remember about
focusing the person on a past memory?**

interior cognition is tied to an experience, and an experience is tied to a place & time

A person's memory of an experience is like when a TV character goes back in memory.

The screen fuzzes out and refocuses on a scene from the past.

The character is back at a specific place and date, with a specific context and other characters around them.

When you pin to a place & time, you are trying to **instigate a TV flashback.**

generalizations & habits

What are two ways in which a person might seem “stuck” at conveying generalized concepts?

two different habits of generalizing

habit of communicating in generalizations is strong

habits of addressing the purpose are unconscious

For either habit, try to recognize these **in the information session**. If it's the first case skip this person. If it's the second case, anticipate a 2nd listening session in the field.



generalizations & habits

What can you do in either of these situations?

two different habits of generalizing

if habit of communicating in generalizations is so strong

no matter how you try to ask for interior cognition

they can't (or feel too uncomfortable) to go to that layer

end the session



if habits of addressing the purpose are unconscious

no matter how you try to ask for interior cognition

they can't convey interior cognition that they are unaware of

schedule a 2nd session in the field with the person



generalizations & habits

For the second case, when the person's habits of addressing the purpose are unconscious, and you schedule a 2nd listening session in the field ...

... won't you be hearing the same topics and concepts in the 2nd session?

make it a contextual listening session

If it is a second listening session **in the field** with the person, as the person is **addressing the purpose**, then

you can ask about **things they do but don't mention.**




generalizations & habits

Okay, you have the tools now. Are there any other recommendations?

Yes: What is another situation that sounds like a person is generalizing?

when a person speaks of themselves in
third person “you” or “we”



You get interior cognition here. It's just stated in a way that sounds more general.

Substitute the pronoun “I” for those other pronouns.

