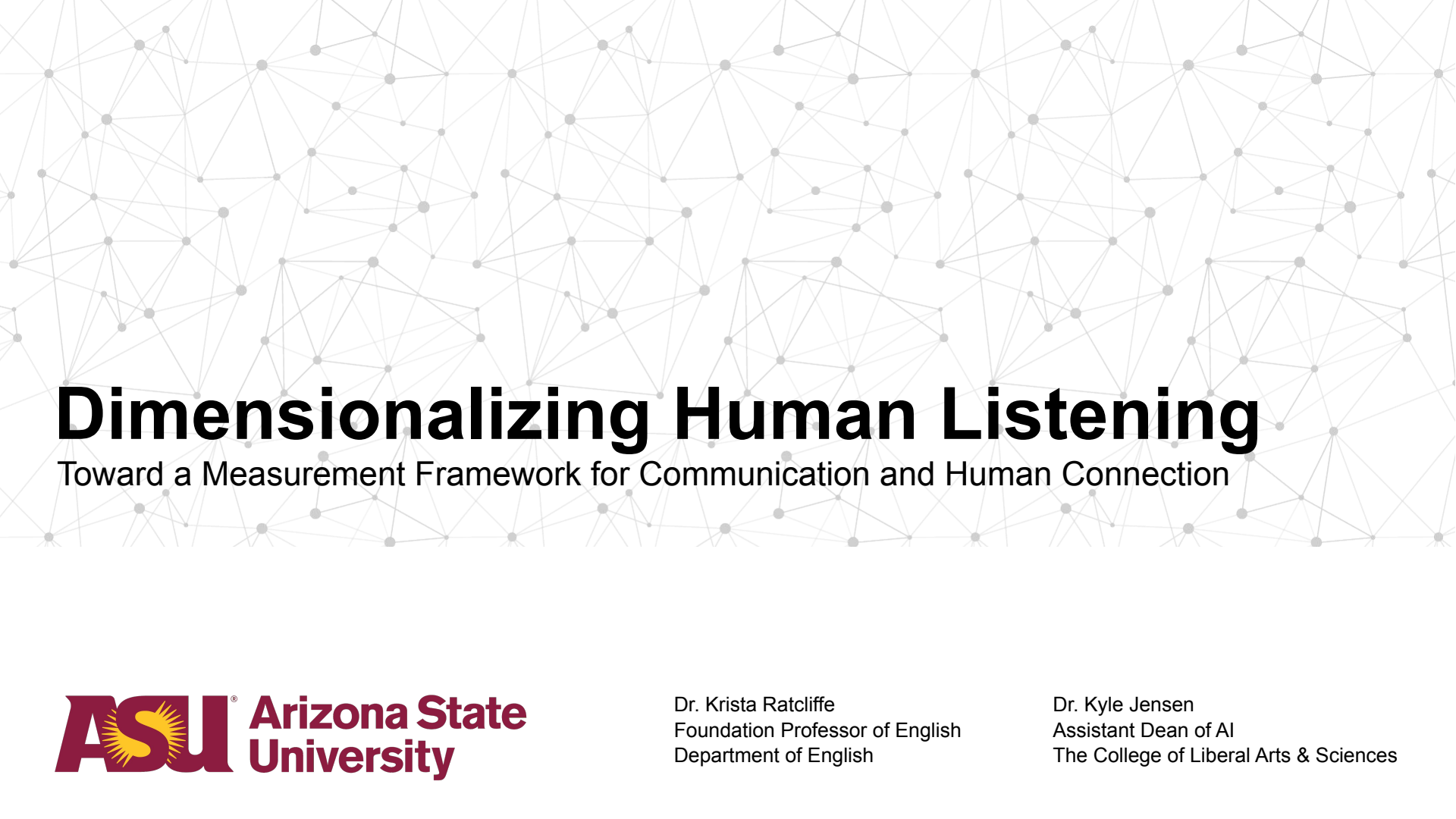


A complex network of thin grey lines connecting small grey dots, creating a web-like pattern across the entire slide.

Dimensionalizing Human Listening

Toward a Measurement Framework for Communication and Human Connection

Today's agenda

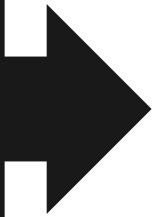
- **DEFINE** rhetorical listening as a concept and tactic in modern rhetorical studies.
- **LIST** the capacities associated with rhetorical listening
- **DESCRIBE** how our assessment strategies measure the presence of the ten listening capacities we have identified.
- **OUTLINE** the results of our initial testing, focusing specifically on how correlation analysis dimensionalizes our understanding of how humans listen.
- **PRESENT** listening strategies that improve the quality of human communication and enhance the human capacity to form connections.

**Assumption
predicating most
research on listening...**

**Humans possess
a capacity for
listening.**

**Our research
question...**

**What is a capacity for
listening and how
does it function?**



Definition

What is Rhetorical Listening?

Ten Capacities of Rhetorical Listening



PRESENCE

“What is happening right here, right now?”

CURIOSITY

“What if?”

SUSPENSION

“What’s the rush?”

FOCUS

“What does attending to details tell me?”

ASSOCIATION

“What else is connected?”

GENEROSITY

“What can I give in this situation?”

ACCOUNTABILITY

“What should I/we do?”

PERSEVERANCE

“What do I/we need to continue?”

GRATITUDE

“What am I thankful for?”

WILLINGNESS

“What makes a person/organization choose to listen?”

The Ten Listening Capacities are Defined via FUNCTIONS

10x

Potentials

10x

Stances

10x

Points of Stasis

The Ten Capacities are Operationalized as BEHAVIORS

Accountability (“What should I/we do?”)

- 1. Identify if one is responsible for an existing issue or problem.**
- 2. Identify if one is accountable to other people for an existing issue or problem (and, if so, to what degree).**
- 3. Identify both how one benefits from systems (biological and cultural) and to what extent systems affect one’s power to act.**
- 4. Act on an issue based on what has been heard with attention to timing (*kairos*) and place.**
- 5. Reflect upon individual actions and systemic processes so as to defend them based on principles representing values of equity, reconciliation, justice, and access.**

Ten Capacities of Listening

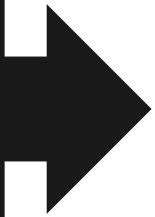
Theoretical Import

1. They are available to and may be cultivated by *anyone*.
2. They foster critical and creative *listening*.
3. They conceptualize *miscommunication* as a misalignment of listening capacities.

TACTIC for Employing the Ten Capacities of Listening

Listeners can ask in any situation

- 1. Which of the ten capacities are in play?**
- 2. How effectively are they working to:**
 - a. Define a problem**
 - b. Promote understanding**
 - c. Plan action**
 - d. Communicate**
- 3. Would other capacities work more effectively?**



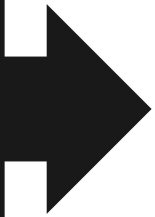
Methodology

**How do we measure
the human capacity for
listening?**

Methods of Measurement

Proprietary Self-Assessment

1. Seven Point Likert Scale (“Always” to “Never”)
2. Capacity via behavioral function
3. Behavioral function via statements
 - a. Self-perception (“I am energized when I connect with others.”)
 - b. Feedback (“People would characterize me as risk averse.”)
 - c. Traps (“I stick with processes that work.”)
 - d. Signature function
 - e. Super questions
4. Levels of Assessment (General, Capacity, Deep dive)
5. Correlation Analysis



Education

**How do we improve
relational intelligence?**

From Measurement to Human Connection

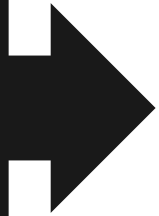
Listening and relational intelligence (RQ)

1. **Exhibit self-awareness**
 - a. Know your strengths, but remember...
 - b. Ceilings can also be floors
2. **Perform mindfulness**
3. **Affirm the value of difference**
 - a. Find the right spaces
 - b. Ask questions
4. **Deal in degrees (e.g. “Listening as a lightswitch”)**
5. **Adapt communication strategies with attention to rhetoric:**
 - a. Situation
 - b. Audience
 - c. Action
 - d. Outcome
6. **Dimensionalize human motivation**
7. **Try new tactics**



The easiest way to improve as a listener is to **pay attention to how other people listen to you.**





Questions