



THE CIVIC CANOPY

THE MANY WORKING AS ONE FOR THE GOOD OF ALL

Four Ways of Talking and Listening

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Purpose and Vision: The many working as one for the good of all

Mission: to create a culture of collaboration that drives transformative change



Build Connections



Build Capacity



Build a Movement



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Goals for Today's Session

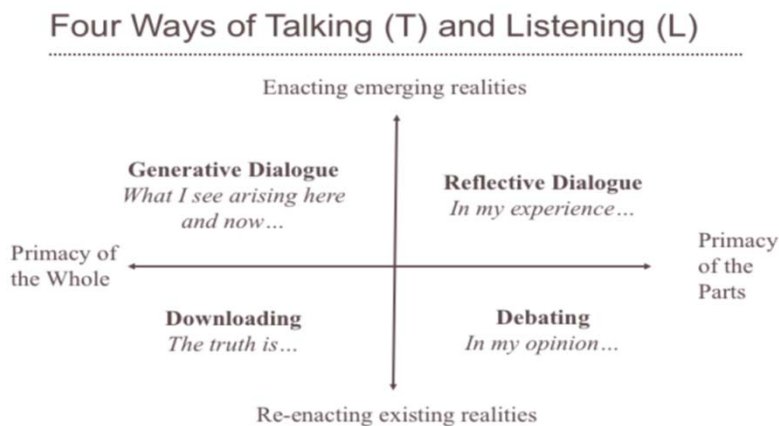
- Understand the Four Ways of Talking and Listening model*
- Reflect on how a shift in ways of talking and listening can change patterns within groups and communities
- Prepare for opportunities to use this model in daily practice

**Based on Otto Scharmer's [Theory U](#), with many thanks to Ian Prinsloo of Reos Partners for adaptation*

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Understanding the Model



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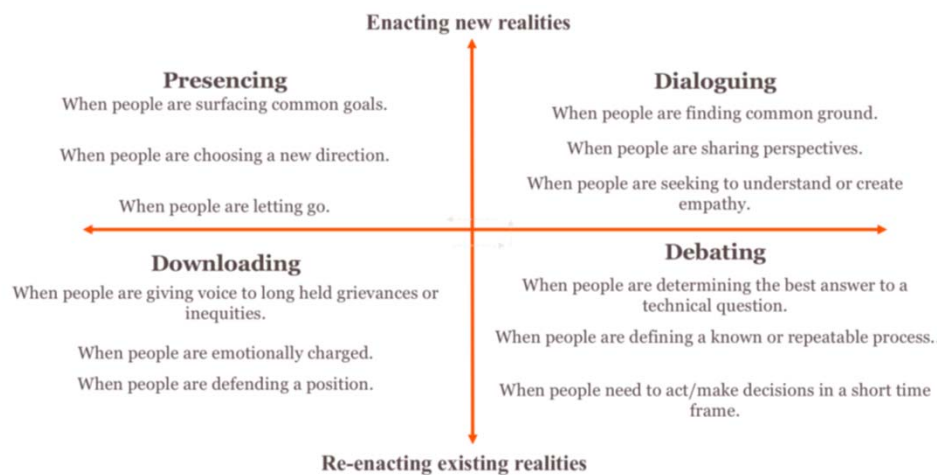
Debrief

- Pairs: What did you notice, within yourself and within your conversation?
- Pairs: What changes, if any, occurred as you changed the way you talked and listened?
- Group of 4: Where do you see these modes of talking and listening play out in groups and communities?

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Applying the Model



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Personal Reflection

- Reflecting on the time you spend working with others, estimate how much of this time you spend employing each of the four ways of talking and listening (downloading, debating, dialoguing, presencing)?
 - What percentage of your time are you downloading: saying what you believe is true or safe or polite, and not listening to others?
 - What percentage of your time are you debating: actively putting forth your position, and listening to judge what is correct?
 - What percentage of your time are you dialoguing: saying where you are coming from and listening to where others are coming from?
 - What percentage of your time are you presencing: saying and listening to what you perceive to be emerging in your situation as a whole?
 - Which of these ways of acting feels most comfortable to you? Which feels least comfortable? In what ways, if any, would you like to change and grow?

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Peer Learning and Coaching

- Find a new partner and compare your self reflections.
 - What are your similarities?
 - What are your differences?
- Share your intentions around areas of growth—how you might use this model to strengthen how you talk and listen.
- Set a time to connect, by email or phone, in the next week or two, to compare notes on our observations and progress.

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