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# **Whole Body Listening**



**Sunil Kumar**

Email : [sunil.kumar@veetil.com](mailto:sunil.kumar@veetil.com)

Mobile : +61 421 119 191

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## **Prelude**

My journey to finding my “IT” was quite an interesting one. Trained as an engineer I have always been a left brain dominated person. Very analytical, rational, logical and intellectual I always believed that the person who thinks big, thinks fast, thinks constantly will be the winner in life. Thinking equalled being smart which equalled being successful.....this was my mantra in life. I had somewhat of a contempt for the arty type of people and the people who were touchy and feely and I considered them to be of a lesser species. I now realise that I couldn't have been further from the truth. It has taken me the last 10 years to do a 360 degree shift and move from the head to the heart. However there are still aspects that are still aligned to my old way of being and listening was one of them. During my NLP training in India some of the facilitators highlighted this and pointed out how I was living more from the mind than the heart. How I was second guessing people, how I was constantly evaluating, judging when I was discussing with others. And when at least 3 people pointed this out, I had an aha moment and this set me on a path of embracing the new way of being, particularly a new way of engaging with other people and sharing space and the world with them. I realised that I was doing intellectual listening and as a result was not creating the connection and bonding that I desperately wanted to create. And I suddenly realised in a flash that this was “IT”. Real listening, Full body listening or whole body listening. This would enable me to relate to other people better, I would be able to contribute and help better and would also help me to put myself in their shoes and see the world as they see it.

## **Current Situation & Its Impact on my Life**

In my career I have had numerous trainings on communication skills and negotiation skills and thought of myself as an able communicator, I now realise that although I have always been a skilful communicator and an articulate person, I was never a good listener in the true sense of the word and I can see clearly now that as a result of this I have not been able to create a rapport with a number of people in my earlier life. I deeply regret this and would like to change this forever and become a genuinely good listener. In the normal case what happens is that when I am listening to somebody my brain goes into overdrive and starts working furiously and starts evaluating, judging, calculating and as a result I am actually not listening to them. There is so much chatter going on in my own mind that I miss half of what the other person is saying and there lies the tragedy. My rapport building goes down the drain and I am not able to contribute in the manner I should be doing. This will have a negative effect in building up relationships with my customers and creating a relationship and this will have a negative impact on my business. This will also happen with my friends and other relationships where I will come across as being selfish and self-centred when the opposite is what I want.

## Where I would like to be

My deep desire is to be a whole body listener all the time and I have already become one. I am aware of the fact that I used to do whole body listening occasionally depending on the situation and this is generally in a very friendly personal environment where there are seemingly no stakes involved. In most professional situations I tended to move away from whole body listening into intellectual listening which can be counter productive and creates a break in the rapport building process. I always used to believe that it is not smart to be whole body listening under situations where you desire a specific result. I believed that whole body listening will restrict one from being influential. However I have now realised that it is not so and if one were to genuinely believe in win-win results from every communication process, then whole body listening is not only essential but is the only way. I have already started doing whole body listening and am aware of the positive change that has come over me. When I am whole body listening I can feel this tingling in my body and all my senses are heightened and I have this feeling of joy throughout my body. As much as this is about other people it is also about me as it gives me a sense of joy and satisfaction that was never there in the past. I deeply believe that in my quest to contribute to other people this kind of listening will play a major part. I can feel the sense of congruence of whole body listening to my core values of contribution and relationships. I am willing to do whatever it takes to be a whole body listener all of the time and I am confident that this will lead me to greater results in my life and career and strengthen my relationships and enable me to fulfil all my goals.

## Selection of Exemplars

When I was shortlisting the exemplars I was a little flummoxed in the criteria I need to look at in my exemplars. I finally managed to find the solution. I looked at those people whom I know are genuine, are friendly, empathetic and build rapport very fast. They are also honest and have a deep desire to help and contribute to people around them. Another key factor was their selfless attitude and approach to life. They are more focussed on other people than on themselves. As soon as I had identified the qualities some people immediately came to mind and thus I have shortlisted my 4 exemplars. In addition to this I have also done self-modelling as I realised that I do whole body listening on certain occasions and I wanted to understand why, how and what I do during those times so that I can repeat that on all occasions. I decided to actually start the modelling process with the self-modelling and then move on to the other exemplars. Out of the 4 exemplars 3 are from my professional and personal life and the other 1 is an NLP practitioner I met during the NLP course in India. I felt that this would be a good balance in order to create a powerful model.

## Self Modelling

The first time I did self-modelling on this topic was when I was in India and undergoing the NLP course. We were on a bus and I was sitting next to one of my exemplars, the wonderful Lisa Brice. I had requested her to be my mentor and she had kindly agreed. I was very impressed with her understanding of the concepts of NLP as well as her leadership skills and her desire to help the other participants. On the long bus journey Lisa started asking me questions and got me to go to a moment when I was doing whole body listening.

Here is my self model.....

**Environment** : The environment is a very friendly and non-threatening one. There is nothing at stake. There are no predefined outcomes expected and there is absolutely no ulterior motive. In a nutshell there are no expectations.

**Behaviour** : Extremely friendly towards the person who is talking, almost a divine connection, empathy with them. Not thinking, curious, no judgement, completely engrossed in their map of the world, just listening and absorbing everything they are communicating not only the words, but the body language, their gestures, their non-verbal etc.

**Capabilities** : I get this sense that I can help the person I am listening to and have all the skills and qualities required to be able to contribute in any way possible. I become more powerful in the process of helping somebody else. When I go beyond self I acquire additional capabilities that were not visible when I was focussed on myself. There is this inner strength that becomes apparent to me and shows itself when I am focussed on the other person.

**Beliefs & Values** : At this moment I become a completely selfless individual only focussed on contributing to the speaker. My values are contribution, compassion, gratitude and a sense of deep connection with the speaker. Vulnerability is also a key value. I have opened myself up to the other person and allowed myself to become vulnerable. This vulnerability and openness creates a connection between the two of us. A deep desire to contribute and help pervades my being.

Some of the **beliefs of excellence** I embody while whole body listening are :

- **Each person is unique and there is no right or wrong. It is just their map of the world.**
- **Everyone makes the best choice that they can at the time that they make it.**
- **There is always a positive intention behind everything that is done by people.**
- **We have within us all the resources that we need to help other people.**

**Identity** : I have lost my sense of self. I have lost the sense of the rest of the world. All my attention is focussed on the speaker. There is no selfishness, only a feeling of contribution, of love, of giving. All that matters to me is the other person. I cannot see or hear anything else. There is nothing else for me in this world. I have become vulnerable, lost the self-consciousness, I can't be selfish.....I stop thinking about myself and start thinking about the other person. There is a sense of calm, prepared to give, time loses its relevance, the world around me has stopped. There is a sense of connection, brotherhood, bonding with the speaker.

**Purpose** : Contribution, Create a better world for the other person, Totally selfless, Almost spiritual, divine and god like.

**Filters** : I am totally associated with the speaker. I am experiencing what they are experiencing. I am in their shoes so to speak. I am getting a sneak peek into their world. I am engaging with the speaker at a very deep level. I am completely in the present moment and are also totally present to the other person. I am internally referenced in a manner that I am surprised. I am in sync and matching the speaker. The full focus is on the other person and for the moment the "Self" has disappeared. The experience is kinaesthetic and there is a tingling feeling all over my body as if I were floating in air.

## Structure of my model

Situation : No stakes involved	: Vic
One on one conversation	
Mindset : No outcomes planned , No expectations	: Ki
State of Being : Vulnerable	: Ki
Helping mentality	: Ki
Desire to contribute	: Vic
Lean forward and tilt the head	
Showing signs of listening – Head movements, Small sounds	
A tingling feeling	: Ke
A sense of calm	: Ki

# Modelling of Exemplars

## Exemplar 1 : Jason Yao

Jason is a good friend of mine and I have known him for the past 1 year. He is also a relationship coach. I have found that Jason is a very genuine human being with a desire to help other people. He is very modest, humble and authentic. I knew that he was a person who would be doing whole body listening most of the time and that is the reason I chose him to be my first exemplar.

**Situation** : The incident he relates is about him and his wife going out for lunch to a restaurant and having a discussion.

**Environment** : Jason said that he was aware of the environment. He was aware of the people around as well as the noise in the restaurant. However even though he was aware he was not bothered by it or touched by it. So in some way he seemed to be unaware of everything around and his focus was totally on his wife and what she was talking about. The exact words that he used was that the environment did not affect him. He did not care about what was happening around him. All that mattered to him at that moment was his wife. They were in a space of their own.

**Behaviour** : He was calm, he did not fidget, he was focussed on where he was and what they were doing. He was open and welcoming. He was leaning forward. He was very close to his wife. He wanted to make the space intimate. He was looking directly at her and into her eyes. He was speaking very calmly. His heart was very open. He was very vulnerable. He was also quite honest.

**Capabilities** : He mentioned about all his learnings in his earlier coaching course and other personal development programs. He felt comfortable and confident because of all the learning he had earlier. He was just being in the moment and hence he had the ability to focus.

**Beliefs & Values** : Some of the beliefs that he held were that his relationship is where it is at because of his ability to share. Other beliefs were of being in the moment. Some of his values were Empathy, Acceptance, Honesty, Gratitude.

**Identity** : He felt confident and in the moment. He felt loved. He felt vulnerable.

**Purpose** : He did not feel that there was any purpose. He did not want to give it any meaning or seek to understand why or how. He was just in the moment and was enjoying the moment. He did not look beyond just the two of them and he was content.

One of the interesting things that he mentioned was that just before entering the restaurant he was in an agitated state and feeling quite unsettled because of something that happened with some other friends. What he did to change his state was to change his focus. He also started focussing on the present moment and his state immediately changed to a pleasant state.

**Filters** : He was moving towards the state that he wanted to achieve by focussing on the present moment. He is a highly visual person and was closing his eyes and visualising while he was explaining the situation. His focus was mainly on the time, specifically that moment in time. He mentioned many times during the interview that he was in the moment and that he was focussing on the now etc. He was definitely present moment focussed. He was self motivated. All his comments were about the self. He was in matching mode with his wife who he was listening to and leaned forward to listen to her and he also mentioned that even though they were sitting opposite to each other, it felt like that they both were sitting on a bench and looking in the same direction. So there was definitely matching. When he was describing the situation he was chunking up and I had to guide him to chunk down. He was definitely internal referenced and was completely associated with the situation.

## Structure of the model

Focus on the present moment	: Aid
Forget about the past and no thinking about the future	: Aid
Be aware of the environment but ignore it	: Ke
Remain focussed on the speaker	: Ve
Lean forward and get physically close to the speaker	: Ke
Be calm and still ( Don't fidget )	: Ke
Direct all your attention to the speaker	: Ve
Keep your heart open	: Ki
Become vulnerable	: Ki
Remain confident and comfortable in the situation	: Ke

## **Exemplar 2 : Greesh Satnani**

I have known Greesh for the last 12 years and his main trait is that he is one of the most genuine human beings that I have ever met. He is also very giving and loving and he genuinely cares. He believes in building relationships and is nice to a fault. He is an IT professional and works as the IT Architect in Fujitsu, one of the largest corporates in the world. He is also a very loyal friend and ensures that he does not hurt anybody even unintentionally. His caring and loving attitude and his authenticity made him the automatic choice for my exemplar no. 2.

**Situation** : This is a bit of a negative scenario where one of Greesh's friends is having trouble with his relationship with his wife and is on the verge of breaking the relationship. Both his friend and wife are very close to Greesh and this comes as a shock to Greesh who believes that marriages are made in heaven and us humans have no right to break them. He gets a call one evening from his friend asking him to come over as his friend would like to discuss a serious situation with him. Greesh is not aware what it is, so he drives over to his friend's house with concern and curiosity and then they have a conversation where his friend talks to him about the situation and Greesh is involved in whole body listening.

**Environment** : The scene is in his friend's house...one of the rooms. Evening time, quite and not much noise, dull light. Before entering his friend's house, he is curious, anxious and worried and many different things are going on in his mind. He is also quite concerned. He had no premonition of what was to come. He had never heard his friend so upset on the phone. Then Greesh is in his friend's apartment and is in his friend's room and listening to his friend talk. Initially there was a bit of an awkward silence because Greesh could not muster up the courage to ask his friend what the problem was. He was quite patient and wanted to give some space to his friend. But once his friend starts talking he is completely focussed on his friend and cannot see anything other than his friend. He cannot remember anything else. He is totally immune to the immediate environment. He is literally walking in the other person's shoes. He was also feeling very helpless. He was also very shocked to hear what he was hearing and he was very worried. He was also feeling some pain ( not physical pain ) but inside of himself. He was also looking for solutions as to how he can support his friend and get him out of this situation.

**Behaviour** : Probing, questioning behaviour. Empathetic towards his friend. Feeling like crying and on the verge of tears. He was there as a support person....completely giving to his friend and for his friend and willing to do anything for his friend. Completely vulnerable and the guard completely down. He was completely open and at one of his weakest points. He was himself and being authentic with absolutely no agendas at all. His friend's happiness was the most important thing at that point of time.

**Capabilities** : Being honest with his friend. Also try and analyse to find solutions for his friend. Trying to understand what the situation was and analysing how he can help or look for other support sources.



Continuous thought process about how to find solution. He was in a solution finding mode. Choosing options to resolve the situation. Looking at what were the resources that could be used to resolve and help and support his friend. He was using his ability to analyse and select options. He was also thinking rationally although it started off on an emotional note but moved to rational later. There was no panic.

**Beliefs & Values** : One of his strong beliefs was only good things happen to good people. Greesh believes very strongly in the institution of marriage and this belief is guiding him very strongly in his conversation with his friend. He feels strongly about just letting a marriage break apart. He also is a great believer in relationships and the bond of friendship and wants to help his friend in whatever way he can.

**Identity** : His identity when he is listening to his friend is of a friend but also of an elder brother. He treated both his friend and wife as younger brother and sister. He was a support mechanism for his friend. He was there for his friend to hang on to. He was a supporter. He was also a friend. He was also like an elder brother.

**Purpose** : He wants to create a legacy that he was there when somebody needed him. Contribution and support for other people is his overarching purpose.

**Filters** : Greesh is moving towards a desired state which is finding a solution for his friends problem. He is more of an auditory person than anything else. He is completely a people focussed person. He tends to be in the past sometimes but then moves to the present. He is focussed on the other person and reacts based on mismatches. He is a detailed and small chunk person focussed more on procedure than on choice. He is to a great extent externally referenced and is completely associated.

## Structure of the model

Situation : High stakes involved	: Vic
One on one conversation- He sees the pain	: Ve
Desire to help – Takes action to fulfil desire	
While listening a continuous internal dialogue is going on	: Aid
State of Being : Vulnerable / Open	: Ki
Helping mentality	: Ki
Desire to contribute	: Vic
Fully focussed on the speaker – Physically close and sharing the pain	
Sharing the pain	: Ki
Worry and anxiety	: Ki

### **Exemplar 3 : Chester Cutinha**

Chester is known to me for the last 12 years. We have worked together and also are very good friends. I have always found chester to be a very passionate person. Temperamental and emotional he may be but he is also a wonderful human being and a genuine human being. He goes through emotional ups and downs and has mood swings but I have always found him to be a caring person with goodwill towards all. This was one of the primary reasons that I chose him to be an exemplar. He currently works as a Process Improvement Specialist for a housing construction company and is a macro thinking person. I had a chat with him, explained the project to him and he readily agreed to be interviewed. He came over to my office and we had a very good discussion. Given below are some of the points that I identified when chester does whole body listening.

**Situation** : Chester is at his church on Sun morning. He is not a very church going person or very religious but he goes every now and then in order to create some values for his children. He is not very comfortable in church and likes to get away at the earliest. But on this occasion when the church ceremony is over and he comes out of church he sees this old lady sitting all by herself on this bench. Something causes chester to go to this lady who then starts talking to him and he gets into the state of whole body listening.

**Environment** : It is not a very comfortable environment for chester. He feels quite self conscious and a little bit irritated. He is in a hurry to get home. However he gets attracted to this old lady who is sitting all alone. Once he starts moving towards this old lady and starts the conversation with her his irritation goes away and he moves into a totally new zone and space which is very comforting. He mentions calmness and a sense of intrigue. He was also oblivious to the surrounding environment and his complete focus was on the old lady. He describes it as a bubble around him. He is unaware of everything else outside this bubble.

**Behaviour** : Curiosity, respect and humbleness was the behaviour that he was demonstrating. He was totally struck by the fact that this lady who looked in her late 60's or early 70's was actually 90 years old. He was actually awestruck and was in wonder of this woman. He was attracted to her aura and her sense of calmness and peace which in turn gave him a sense of peace. There was also a sense of concern and trying to reach out to this old lady who was sitting all alone. His behaviour was also respectful and attentive. He also felt very friendly and non-threatened. He sat close to her and touched her hand and felt connected. He felt fulfilled, peace, love etc.

**Capabilities** : He does whole body listening when his barriers are down, and becomes vulnerable. No pretense, but just be genuine and authentic.

**Beliefs & Values** : One of his core beliefs is that very old people and very young people are in pure state. They have no pretenses and they are very authentic and this is why chester gets attracted to these people. He wants to be in that kind of space. There was a also a sense of wonder. A sense of how beautiful it is to have this connection with a complete stranger. If everybody was feeling connected like this there would be no evil, no wars etc.

**Identity** : When he focussed on the old lady, his sense of identity disappeared. Till then he was focussing on himself and how to carry himself and what to do. His complete sense of himself got replaced with the old lady and his full focus and attention was on her and how he could in some small way contribute to her well being and be a part of her life. He sees himself as a friend making connections. That is his sense of identity. That the old lady is like family, like his own grandmother.

**Purpose** : Contribution, To help, To assist and in some small way to make the old lady's life better. To be connected and connecting people. The true basic connection of love. Disturbs him when there is no peace, connection and love. He wants to create that connection amongst people. To care for others. There is also a need for him to protect those he feels are vulnerable in society like children, old people, people who are disadvantaged. A sense of protectiveness. A sense of doing the right thing.

Once the whole body listening process is over and he is walking back to his car there is a feeling of peace and calmness. He feels like he is parting from a family member and there is a longing in him to meet her again. There is a also a sense of wonder at this remarkable women and her age.

**Filters** : Chester is totally associated while doing whole body listening. He is moving towards a desired state which is his hunger for a sense of peace and calm. He also comes across as a kinaesthetic person and describes his feelings. He is definitely a people focussed person and is completely present to the speaker. He is fully focussed on the other person namely the speaker. He is totally internally referenced while listening to her.

## Structure of the model

Starts off with a sense of irritation	: Ke
Feeling of attraction	: Ki
Starts moving towards the source of attraction	
Takes action ( Engages in conversation )	
Focusses completely on the subject	: Ve
Forgets about everything else	: Ki
Sense of comfort	: Ki
Body contact ( touches her hand )	
Lets his guard/barriers down ( vulnerable )	: Aid
Protective Instinct becomes apparent	: Ke
Sense of peace and calmness	: Ki

## Exemplar 4 : Lisa Brice

Lisa is the last of my exemplars. She is different from the others in that she is an NLP trainer and is a very experienced NLP practitioner. The reason I say that modelling Lisa was different was because she is an experienced NLP practitioner who has the ability to change her state through the use of anchors. This meant that I needed to be careful while understanding her strategy as I needed to keep in mind that the overall model that I was creating were going to be used by people with no NLP background.

I met Lisa when I attended the NLP training in India at the start of 2013. I was immediately impressed by her courage, initiative and understanding of the fundamental concepts of NLP. She also seemed to be an authentic person who was genuinely interested in helping other people. When I started looking for mentors to model I immediately thought of her and asked her if she might be willing to be my mentor. She immediately agreed and helped me throughout the 10 days of training. She also helped me to do self-modelling on the topic of “ Whole Body Listening “.

**Situation** : Lisa talks about 2 separate occasions when she did whole body listening. One was quite intentional using NLP techniques and the other was an automatic response to the situation. The first occasion was when Lisa was with one of her participants on one of her courses who wanted to achieve certain outcomes out of the training and Lisa was helping him to achieve his outcomes. With the objective of helping her student achieve his outcomes Lisa got into the mode of whole body listening. The second occasion was when one of her coaching students came over to her house and she was in the state before even opening the door to the person as soon as she became aware who that person at her door was.

**Environment** : Once she gets into the whole body listening state she immediately gets feedback from the environment. The other person seems to melt a little bit, be more relaxed and wide eyed and also seems to respond in a different way. There is a sense of complete trust. Being an NLP practitioner she is not so much dependent on the environment and can create this state almost anywhere which is unlike most ordinary non NLP trained people. Paying complete attention is the secret to her ability to get into this state and focussing almost completely on the non-verbal communication. This is a state of heightened awareness. She uses anchors like playing Frank Sinatra to get into this state specially before coaching or training situations. She also uses other NLP techniques like quick coherence by focussing on her heart, her heart breathing and her heart feeling.

**Behaviour** : She becomes very still. Her focus is completely on the other person and she is completely present during this time. She focusses on the here and now. Her mind is clear and she tries and creates a connection with the other person on an energetic level. She creates eye contact and has an open body language. She also matches and mirrors the other person. She gets a tingly feeling in her feet and a warm glow in her stomach and she knows then that she is connected to the other person and that she is in the space of whole body listening. She focuses on the big picture and the outcome that is required. It is all about intention for Lisa. There is a ‘palpable energetic connection’ to quote her own words. Once the connection is achieved then she leads and influences specially in a coaching situation.

**Capabilities** : Here capabilities of being able to coach, help and support other people are what brings her to the state of whole body listening. She also uses her NLP knowledge and skills and uses various other techniques to get into the state of whole body listening.

**Beliefs & Values** : She believes that this is the state in which she performs her best. She becomes more articulate and can come out with the best coaching questions. She also believes that she will be able to best coach, support, facilitate the other person if she is in that state. She also believes that it is a very honest and pure way of connecting with somebody. She also believes it is about mutual win-win. She feels that there is no point in the conversation if she is not in that state. She also believes that not being in that state while having a conversation is disrespectful. She also believes that being in this state is a gift that she can give to somebody and in turn also receives a gift from the other person in terms of understanding.

**Identity** : Her identity is of being congruent to the other person as well as being aligned to her own core values. She is being her best self while in this state.

**Purpose** : This state gives her a sense of freedom and joy. She also gets a high level of excitement and this creates a lot of opportunity and potential for her and for the other person. It means that she can coach, support and develop them to the best of her potential. She gets a kind of buzz and a tingly feeling that gives her a high and sometimes makes her emotional. She gets a kind of energy that gives her a sense of being alive.

**Filters** : She uses the auditory mode sometimes but most often she is kinaesthetic and feelings based. Her goals are mostly towards state. She is completely people focussed and on the other person. She is in the present. She is focussed completely on the other person. She is generally in a matching model. She is internally referenced and is completely associated with the situation and the other person.

## Structure of the model

Create the intention	: Vic
Clear your mind	: Aid
Become very still	: Ke
Focus totally on the other person	: Ve
Be totally in the present	: Ke
Open body language	: Ke
Eye Contact	: Ve
Feet go tingly	: Ke
Warm glow in the stomach	: Ke
Focus on the positive outcome for the other person	: Aid
Focus on the non-verbal communication	: Ve

## Quick Summary and common themes

Based on the above interviews and observation of the exemplars few common themes become evident. These have been listed below.

**Environment** : The environment is mostly non-threatening and comfortable. There is a factor of safety and security in the environment.

**Behaviour** : The attitude is mostly one of selflessness. There is generally no ulterior motive. Instead of a state of taking, it is a state of giving. Selfless behaviour is dominant. Also there is a high level of empathy and compassion.

**Capabilities** : It is as if there is infinite capability to give and there is an abundance mentality. This is what causes the sense of connection and oneness with the speaker. One becomes non-judgemental and objective.

**Beliefs & Values** : There is a strong belief that you can contribute to the well-being of the other person. It is as if your win is also the other persons win or vice versa. Honesty and Integrity becomes the key value and contribution takes centre stage as another critical value.

**Identity** : There is an almost unreal sense of belonging or attachment with the speaker. It is as if there is no separation. One could say that the state is almost spiritual.

**Purpose** : The purpose seems to be one of contribution, of how one can give to others in a selfless manner.

**Filters** : Some of the common filters noticed are towards goal orientation, strong feelings, focussed completely on the person ( speaker) and completely in the present moment. They are totally associated with what is happening.

# Overview



## Putting it all together

### The WholeBody Listening Pattern

**Step #1** : Get into a comfortable state and become relaxed

**Step #2** : Focus on the speaker, make eye contact and lean forward towards the speaker

**Step #3** : Think of abundance and get into an objective, non-judgmental state and a state of giving

**Step #4** : Step into the core values of Honesty, Integrity and a win-win mentality

**Step #5** : Feel a sense of connection with the speaker. Step into their space

**Step #6** : Focus on the primary purpose of contributing to others and helping and giving

**Step #7** : Test



## **Observations**

The fundamental premise is that the process of whole body listening is based on a purpose of contribution and values of giving and compassion. This is a state where you are selfless to a great extent. All the people modelled are generally very friendly, caring and loving people. This is not to say that people who are not selfless and caring cannot do whole body listening. However they need to get into the states as mentioned in order to properly do whole body listening.

## **Way Forward ( Integrating it into my life )**

Now that I have found the treasure, I intend to keep it and use it all the time. I will from now on consciously try and adopt a whole body listening style with everybody be they my customers, suppliers, colleagues or friends. I have found that there is tremendous joy in giving and giving off yourself in a conversation is a great way to build rapport and develop strong relationships.

## **Sharing the model and applying it to others**

This model is now complete and can be used by anyone by following the specific steps outlined above. Is this generic enough? Yes, I think it is and anyone can apply the specific steps during listening.

## **What next ?**

I need to share this model with other people so that they can test it out. I need to try it out with as many people and in different situations so that I can be sure that the model works in all situations. That way I will get feedback and I can then fine tune it further.