

OPEN LISTENING Interpretive Guide

OPEN LISTENING is letting go of conventional means of listening. It means listening to and valuing the telling of stories, and letting pauses in conversation extend into silence rather than jumping in to dispute, agree, question, or move on. It is an awareness of personal bias or judgment and its effect on one's ability to hear. It is the desire and ability to set aside physical, mental, and emotional distractions in order to be fully focused and listening respectfully and openly. It is staying open to the message even when conversations are filled with raw emotions like sadness or anger, and believing that each person's knowledge and reality is legitimate and valuable. Finally, it requires a willingness to reflect upon a story or message and to derive meaning from it based upon the situation in which it is shared.

BEFORE AND DURING THE INTERVIEW

- Review both “ready” and “not ready” behaviours. See the Indigenous Relations Behavioural Competency dictionary for the entire list. Select behaviours critical to success. The candidate may demonstrate other valid “ready” and/or “not ready” behaviours not listed.
- Avoid listening only for key words. Listen to the full story, depth, and quality of the example, and consider everything you hear, see, and notice during the interview.

AFTER THE INTERVIEW

- Did they demonstrate openness and curiosity when providing examples?
- Did the candidate show their understanding and competence at the required readiness level?
- If the candidate does not have direct experience working with Indigenous people, are the thinking, attitude, and behaviours demonstrated translatable to working effectively with Indigenous people? Imagine the candidate actually carrying out the duties of the position and interacting with (and/or supporting) Indigenous people, communities, governments and organizations. When you listen to what the candidate is telling you, does it give you confidence the candidate will work with the respect needed to be ready?
- Use the Interpretive Wheel to evaluate the response and assign a numerical score.

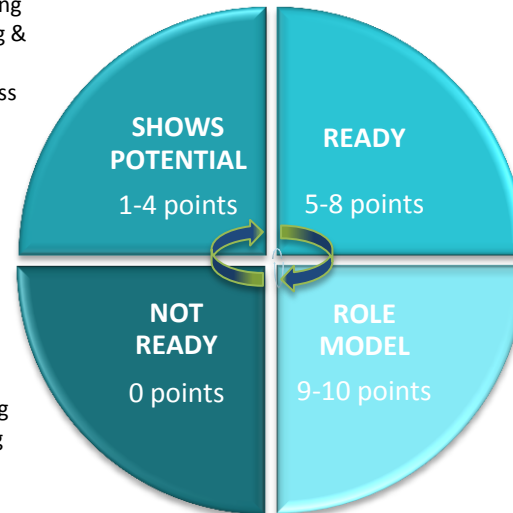
DID the candidate demonstrate...?

Some examples of READY thinking, approach, and behaviours	Some examples of NOT READY thinking, approach, and behaviours
<i>Listens without dividing attention between listening and another task, such as typing on a computer or texting (multi-tasking)</i>	<i>Makes critical or judgemental gestures or sounds (like eye rolling or sighing with impatience)</i>
<i>Builds rapport and introduces questions with a more conversational approach</i>	<i>Makes assumptions rather than listening</i>
<i>Demonstrates patience and respects the speaker's need for reflection</i>	<i>Rushes to suggest solutions or problem solve</i>
<i>Follows the lead of Indigenous people in regard to protocol, such as appropriate eye contact</i>	<i>Uses interrogative, relentless approach to questioning</i>
<i>Makes a conscious effort to defer bias and assumption when listening and responding</i>	<i>Shows discomfort with or will not allow silence</i>
<i>Allows for diversions from agenda as a means for providing background for the larger conversation</i>	<i>Allows personal bias to prevent one from hearing the speaker</i>
<i>When feeling ambiguity, respectfully seeks confirmation of intent</i>	<i>Shows impatience when others take longer to speak or seem to be off topic</i>
<i>Other:</i>	<i>Other:</i>

Some **READY** behaviours
 Partial understanding of required thinking & behaviours
 Attitude of openness & curiosity
 Could be effective with development support

Mostly **NOT READY** behaviours
 At this time:
 Lacks understanding of required thinking & behaviours
 Little or no attitude of openness & curiosity

INTERPRETIVE WHEEL



READY behaviours only
 Adequate understanding of required thinking & behaviours
 Attitude of openness & curiosity

READY behaviours only
 Advanced understanding of required thinking & behaviours
 Demonstrates and encourages openness & curiosity in others
 Presents as a credible champion