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Context to the nugget

Arun talks about insights from Dalai Lama (who also wrote the foreword for his book) who says that Listening is the first wisdom tool and it is a pre-requisite for reflection, compassion and self-knowledge. Arun discusses why it is important to create a space for the feedback to land on the other side and listening is the path to creating that space.

Transcription

Deepak Jayaraman (DJ): The angle or the other perspective you being in listening is even during tough feedback conversations you mention in the book that, instead of giving the feedback, listen. What's the insight there? Expand on that.

Arun Miara (AM): There is a very lovely saying that if a big tree falls in the forest and there's no one there to hear, was there a sound? So the listening is completed in the ear, in the mind of the listener so you have to prepare that ground to want to listen, to hear. So your speaking very accurately with the best of intentions that I mean in the best interest of this person but the window there has not been opened and there are many reasons that window may not be opened one of them just could be in the relationship that this person he comes in from a different world will discount whatever this person says though the person saying it with the best intention it's my feeling of difference from this person, the second comes is where this persons thinks there's something wrong with me and therefore his getting me advised that I am putting my differences anyways, there's nothing wrong with me how dare this person thinks so to get beyond this all barriers that we put up for our own, the protections so that we are not going to kicked around, I just have to allow myself to listen to this person, when I am listening to the person those barriers inside the person drops and the person dropping defences the person is enjoying listening to herself actually, because you are making the person talk and a person is listening to ourselves when you ask the questions about what the person thinks because the person himself or herself never have thought about why I think this way. Now you are listening to your own mind so I am helping people to listen to their own mind and what I find very difficult but I enjoy doing is when I am making someone else listen to their mind, I listen to why I asked that question, there must be something in me that prompted me to think that this was a good question to ask something my thinking which felt that sort of a foreign situation, so I ask this question but I am asking it in a curious way, I am not asking it and trying my best, not in a diminishing way for the other person, of course I am learning about myself too so this is what I put out in the book, and I was so please that his holiness with Dalai Lama having read the book he wrote the foreword and his foreword is so well put when he says that, listening is the first wisdom tool of Buddhism and I never knew that because we hear about the compassion and we hear about reflection and self-knowledge which he says are the second and the third wisdom tools, as he said unless you listen there's nothing new to reflect upon unless you listen, you can't understand the

other person and never feel the compassion, so it's the first necessary discipline, so I link that to you asked me about Yoga, listening sound something so simple, I mean how could just by listening, the world becomes a better place you are saying, I become a better person, such a simple thing and talking of complications of people killing each other on the streets and inching each other and on social media demolishing each other, I mean world is in a bad place. How by just something like listening could the world progressively become better and I say well Yoga is what, just breathing, it's such a simple thing you are born to breathe, the child breathes and then you are telling us please breath better more effectively, your whole body will be toned up, your mind will feel better, your heart is better, your lungs are better, you digestion is better. Very complicated systems by simple act breathing, yes we are born to do but don't do well, and similarly I am saying listening a child is a curious thing, a child is born to say a strange sound what is it all about? And we start teaching the child to put filters on. This is bad things don't listen to that person, don't talk to they got the wrong ideas and you know children do go and they are curious we say no this is bad for you so look how we create the filters the lenses in minds of children and ourselves which shut out all that is different to us.

Reflections from Deepak Jayaraman

DJ: What struck me in what Arun said is that by asking questions and letting the other person speak, we are giving them an opportunity to listen to themselves and clarify their thinking about why they think in a certain way. I guess the key also is to do it the right way and have a curious tone rather than a demeaning or a condescending tone as Arun points out. As Arun mentions, if we haven't prepared the space for the feedback to land, then all that we say is likely to land on deaf ears.

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End of nugget transcription

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About Deepak Jayaraman

Deepak seeks to unlock human potential of senior executive's / leadership teams by working with them as an Executive Coach / Sounding Board / Transition Advisor. You can know more about his work [here](#).

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