# Eddy Listening Session Guidelines

## Schedule your Listening Session:

Choose someone you are curious about at SUNY New Paltz or closely related to our institution. Ideally, you will schedule your 30 – 90 minute interview in a place where your interviewee feels comfortable and at home. During social distancing, you may need to hold your Listening Session as a videoconference or outdoors.

## Session Preparations:

* Bring an audio recorder (phone) and/or a notebook/computer to keep a record of your conversation. You can also record your videoconference interview. You may choose to listen deeply and make notes immediately afterwards.
* See if you can not only listen, but also sense into your own feelings and reactions. Suspend your voices of judgment (VOJ) and cynicism (VOC) and connect with your sense of appreciation and wonder. Maybe you can even detect new (eddy) structures that want to emerge.
* Bring a camera (phone) to take a portrait or screenshot of your interviewee.

## Interview Questions (feel free to change or shorten):

* What personal experience or journey brought you into your current role at or connected with SUNY New Paltz?
* What issues or challenges are you confronted with?
* Why do these challenges exist?
* What challenges exist in the larger system?
* What are the blockages?
* What are your most important sources of success and change?
* What would a better (university or community) system look like for you?
* What initiative, if implemented, would have the greatest impact for you? For the system as a whole?
* If you could change just a few elements of the system, what would you change?
* Who else do we need to talk to?

Create a portrait of your interviewee (feel free to be creative with formats)

## Post-Interview:

* Close the feedback loop by sending an email or follow-up note of appreciation expressing a key insight you took away from the meeting.
* Take mental or written notes as you ponder the following questions. Feel free to include this part in your Eddy submission.
  + What was most surprising or unexpected?
  + What touched me? What connected with me personally?
  + If the social field (or the living system) of the visited organization or community were a living being, what would it look and feel like?
  + If that being could talk: what would it say to us?
  + If that being could develop—what would it want to morph into next?
  + What is the generative source that allows this social field to develop and thrive?
  + What limiting factors prevent this field/system from developing further?
  + Moving in and out of this field, what did you notice about yourself?
  + What ideas does this experience spark for possible Eddy initiatives you may want to pursue?

## Prepare your Interview for Eddy Website Publishing:

* Transcribe your recordings or notes into a readable text (intersperse between interview questions). Feel free to edit it down to essentials as necessary. If you like, share your own debrief thoughts as part of the Listening Session submission, or be creative in other ways.
* At the top of the document, please provide your interviewee’s name, class status if applicable (e.g., first-year, sophomore, junior, etc.), and major or job title. This should be followed by the interview transcript. At the bottom of the document, provide the same information for yourself.
* Share your finished Listening Session text and portrait with your interviewee for approval (via email) so we can publish it on the Eddy website (<https://hawksites.newpaltz.edu/eddy/>). Interviewees: Please note that you can decline to share the contents of your interview in part or in full.
* Once approved, email your Listening Session text, the portrait, and the approval email note to [eddy@newpaltz.edu](mailto:eddy@newpaltz.edu).

The Eddy reserves the right to reject inappropriate or offensive content.

This handout was adapted from [u.lab/Presencing Institute](https://www.presencing.org/aboutus/theory-u) resources.