

5 LEVELS OF LISTENING

	Ignoring	Volleying	Judging	Applying	Empathizing
Focus	Internal	Internal	Internal versus External	Internal plus External	External
Characteristics	Tuning out, Body language, Eye contact fluctuates, Patronizing comments (e.g. "Uh Huh," "Yes, Dear")	Interrupting, preparing your own remarks	Fact-checking, "framing," making assumptions and conclusions before you hear the whole story	Attention, being open to new information, downloading	Curiosity, making an emotional connection, forgetting our own agenda.
Guiding Statement	"You are not important to me."	"You think that's bad/good, let me tell you what happened to me."	"Here's your problem."	"What can I take away?"	"What are you experiencing?"
Prescription	Ask if you can postpone the conversation to a more convenient time. Limit all other distractions (e.g., cell phone, computer, other people in the room, internal dialogue)	Let the speaker finish their thoughts. Pause before jumping in. Notice if you are redirecting the conversation, or if you are "one-upping."	Ignore the analytics, listen for the deeper message. Avoid stereotyping. Notice when words or phrases have a negative impact on you. Remember how it feels to be judged.	Avoid "talking head" syndrome. Remember that information presented is selective, and presented through the speaker's frames. Ask clarifying questions to probe more deeply.	Listen to understand. Demonstrate respect, first. "Tell me more..." "Help me understand..." Pull the thread from their spool. Let go of the need to agree or disagree. "But" stops the bus. Communication blockers: "Why" or "You" at the beginning of a sentence.

Interested in learning more?

Contact us if you'd like us to conduct our transformative *5 Levels of Listening* workshop with your team!