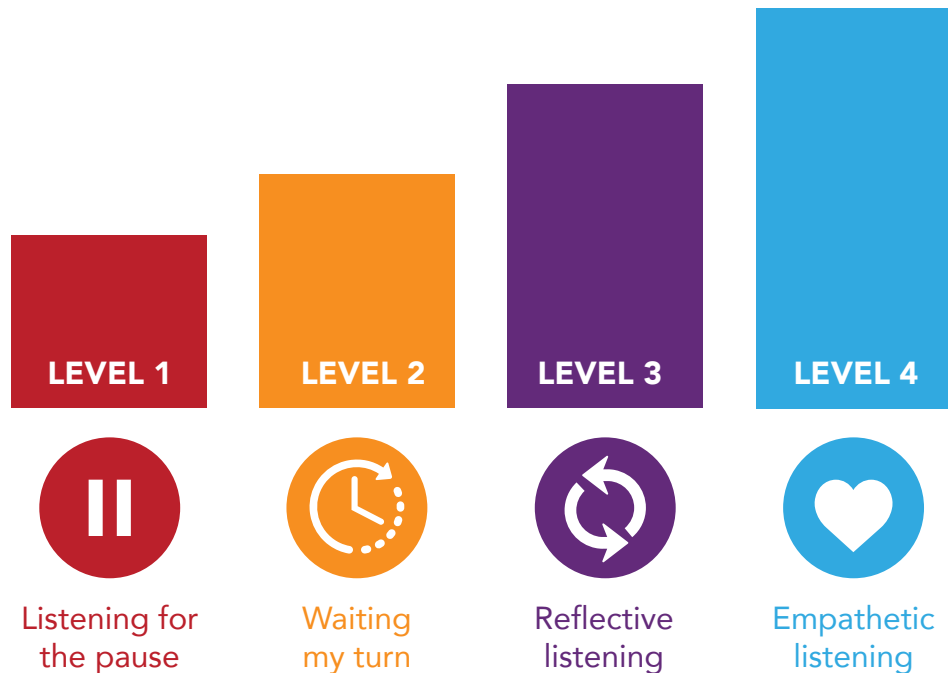


LISTENING SKILLS ACTION PACK

The 4 Levels of Listening

There is a substantial difference between **deeply listening** and **hearing**.

In fact, there are **four types of listening behaviors**, or levels, of listening that can positively or negatively impact leadership and communication effectiveness:



Level 1 – Listening for the pause

As level 1 listeners, we wait for the other person's lips to stop moving, so that we can tell them what we think.

Level 2 – Waiting my turn

This is a slightly more effective version of level 1 listening. In level 2 listening, we hear what they're saying. Then, we tell them what we think.

Level 3 – Reflective listening

Level 3 is active listening. We hear what another says in order to understand what they meant. After someone speaks, we confirm understanding by reflecting back to them what we just heard. We are seeking to understand.

Level 4 – Empathic listening

This is the deepest, and most powerful, form of active listening. We're listening to what someone says, how they mean it and how they feel about it. When it's a person's turn to respond, we confirm our understanding of what was said and how we feel about what was said.

EMPATHETIC LISTENING

Worksheet

STEP 1

Identify a current e-mail of importance that requires a response from you.

STEP 2

Reread the e-mail. Then, reflect on any previous dialogue you've had about on the topic.

STEP 3

3.1 Your understanding of what the other person(s) is trying to say:

3.2 Your understanding of why it is important to them:

3.3 Your understanding of how they feel about it:

STEP 4

Use the insight from above to craft your response. Start by summarizing what they're trying to say, why it's important and how they feel about it. Then, share your own insight or response.
