



# THE ART OF LISTENING

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# 01 Level 1 Listening

Focus is on your own thoughts, opinions, judgments & feelings.

You relate the words you hear to your experiences or needs.

This type of listening is entirely appropriate when we are facing a decision or when we must collect information

# 02 Level 2 Listening

Attention is entirely on the speaker and on the conversation.

You not only hear *what* is being said but also noticing *how* it is said: tone of voice, body language and facial expressions.

You filter out your internal chatter and environmental distractions so you can tune in to the meaning of the words, choose a way to respond, and assess the effect of the response on the speaker.

# 03 Level 3 Listening

Level 2 listening plus intuition, tuning into the environment.

If you get a hunch while listening to your conversational partner, consider bringing it up but do not be attached to it.

Without insisting on being right, observe the effect it has on the speaker.

It is irrelevant if you are right or wrong; what is important is the effect on the conversation.

The art of listening takes time to develop, but it can be practiced.

What step will you take *today* to strengthen your listening skills?

Let us know in the comments

