

LEVELS OF LISTENING¹

LEVEL 1	FOCUS = SELF 'WHAT IT MEANS FOR ME'	<ul style="list-style-type: none">• The focus is on self.• You are listening to the words.• But you are thinking about what it means for you.• Your internal voice is loud.• You are in judge mindset.
LEVEL 2	FOCUS = OTHER 'USING SENSES AND INTUITION, LISTENING FOR UNDERSTANDING'	<ul style="list-style-type: none">• The focus is on the other person.• You are listening beyond the words to the emotions and nuance (both what the person is saying and how).• You are asking curious questions to seek understanding.• You are generating connection.• You are in learner mindset.
LEVEL 3	FOCUS = GLOBAL 'ENERGY, READING THE ROOM, IMPACT OF YOUR WORDS'	<ul style="list-style-type: none">• A deep level of listening that takes in everything at once.• You are aware of changes in energy levels, emotion, tone etc.• You notice the impact of your words on the other person.• You are reading the room/situation.• A key skill for expert influencing.