

5 Levels of Listening

Which levels of listening have you used today?

Taken from Stephen Covey: 7 Habits of Highly Effective People

Level 1 - Ignoring the Speaker	Examples
Not really listening to the speaker Really just waiting for your turn to speak Already decided what you are going to say	In a hurry, thinking about the next thing Collecting specific information You think you already know the answer
Level 2 - Pretending to Listen	Examples
Nodding but not really paying attention Doing other things at the same time Can't replay back what the person said	You're making the tea whilst talking to your partner/kids/parents Reading your email whilst talking
Level 3 - Selective Listening	Examples
Picking out the parts you are interested in Or the parts that impact you Not getting the whole message or meaning	You lose interest once the topic isn't of interest and slip back to L1 or L2 Watching the news / talking with friends
Level 4 - Attentive Listening	Examples
Focused only on the speaker Concentrating on what they have to say Allowing them to finish what they say Asking follow up questions	1-2-1 with a staff member Planning a party/ event with someone Successful selling Talking with a close friend
Level 5 - Empathic Listening	Examples
Focused only on the speaker Listens carefully to the words used Understanding the feelings behind the words Recognises the emotions expressed Talks less and listens more	Helping to solve a problem for someone Seeing things through the eyes of the customer Treating every issue as if it's the first time you've heard it Reflecting back the emotion in your answer



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Why does it matter?

Empathic Listening has great benefits to both parties

- For the 'speaker'
 - They feel truly listened too
 - They feel understood and their position appreciated
 - They are less likely to be frustrated because they haven't been able to express their thought and ideas fully
 - They can engage better with the response because they have had their say and it now feels natural to listen to your response
 - They feel valued and that their thoughts, feelings and ideas are important to you
 - They feel that you are genuinely interested in what they have to say

- For the 'responder'
 - You get more understanding about what is motivating someone
 - You can tune into the words to recognize emotions driving behavior
 - You can respond in a way that shows your understanding of their needs
 - You build a stronger relationship with the speaker
 - You can demonstrate that you are interested in the thoughts, feelings and ideas of others
 - You are able to respond to the specific concerns of an individual, meeting their needs with your response

Quote - 'Seek first to understand, then to be understood' Stephen Covey

How might you start your response to these examples?

I'm really disappointed about

It's very inconvenient to have

I've had enough of these excuses ...

I've been working as hard as I can but



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