



## Level I

**Ignoring** the lowest level of listening – not listening at all. If you are distracted by anything while talking to a user, they can get the impression that you are ignoring them. For example, while the user is speaking, you start a conversation or interject a comment with another person. Examples: You start munching, or talking to someone else, and they can hear it, or you are taking too long to answer them. Then you are ignoring them.

**Observe** – Where you are ignoring people in the next week. Who are they and what is your pattern with them. How are you regarding them?

## Level II

**Distracted Listening** is most easily seen in the face-to-face conversations. You're talking to the other person and they have that "Hiking in the Rocky Mountains" look in their eyes. On the phone it happens when you say things like "I see" and "OK" and "um" etc. while working on an unrelated email or playing a computer game. People can tell you're distracted. This is one scarce level up from ignoring.

**Observe** – What distracts you internally or externally to take your attention away from the other person?

## Level III

**Conversational Listening** During selective times we pay attention to the speaker as long as they are talking about things we like or agree with. If they move on to other things we slip down to distracted listening or ignore them altogether.

**Observe** – Where do you start off well and then lose your way when certain subjects or themes come up. What are you avoiding that could serve you and them.





## Level IV

**Attentive Listening** occurs when we carefully listen to the other person, but while they are speaking we are deciding whether we agree or disagree, determining whether they are right or wrong and also composing what we are going to say in rebuttal or agreement. At all four of these levels it should be evident that we are listening filtered through our own belief systems, and in most cases with the intent to respond from our experience.

**Practice** – List the times that you find yourself composing your answer while the other person is still talking. Is it a long list?

## Level V

**Replay Listening** – is where you have quieted your inner chatter to the extent that you are completely hearing the other person and can paraphrase back to them what you heard without judgment (tonal or verbal), without add-ons or interpretations.

**Practice** – Replay, re-phrase and feed back to others as often as you can this week and record your results.

## Level VI

**Empathic Listening** Empathic listening, also known as empathetic listening is one of the top three levels of listening. To be successful in providing support, teach yourself to treat every session as though this is the first time you've ever heard this problem, even though you may have heard it many times before. Discipline yourself to see it through the eyes, ears and feelings of the other person. Empathic listening is one of the highest levels of listening, and requires practice.

To achieve empathic listening, slow down, be patient, talk less and listen more, repeat back what was said focusing on the feeling states your coachee is accessing to ensure you don't overlook anything.

**Practice** – Pick one day this week and listen for the feeling words when you are talking with people. E. G. "I hear that you are feeling frustrated that your boss will not give you a meeting today."



## Level VII

**Intuitive Listening** – Second to the top of the listening hierarchy calls us to trust our inner guidance systems to be courageous enough to say something like, “I am not completely certain why I am asking you this and...” For example:

- “Why is Life sending you this set of circumstances right now?”
- “Who does this person remind you of?”
- “What are we missing here?”
- “Repeat after me, I have something very important to say right now.”

All such questions and statements are followed by silence.

**Practice** – Be bold this week and trust your gut to lead you to give some feedback from your source, your inner guide, and your intuition and share it with your partner and our group.

**Combined Attention Listening** – combines all the best components of listening while monitoring your internal state (S), listening to their micro-expressions with your eyes and unconsciously conscious preverbal sensing (O) and recognizing patterns (C).

**Practice** – Go for the gold and see, hear, feel, smell, touch, taste and intuit in as many conversations as possible. Share your experiences with our group.

At the end of your session, do a brief recap of what you have discussed, what approach they will follow, and any next steps on your part or the coachee’s part that are needed.

Be specific about how you will follow up, what you will do, what they can expect and when it will happen.

A great way to evaluate whether you’re listening or not is to ask yourself,  
**“WHERE IS MY FOCUS?”**

As you think about the many levels of listening, think about the fact that the first four levels are self-focused, while the fifth, sixth, seventh and eighth levels (replay, empathic, intuitive and combined listening) are focused on the other person.

When your focus is completely on the other person and not on yourself, your level of service to them and yourself will be much higher.

## Level VIII