

THREE LEVELS OF LISTENING



Level 1 Internal

- Attention mostly on immediate words
- Judging what is said in relation to self
- Focus of listening: how it applies to the listener

Level 2 Focused

- Committed listening to understand the other
- Attention to tone, pace, feelings
- Focus of listening: curiosity about the other

Level 3 Global

- Listening with intuition and deep awareness of the other
- Attention to what is said and not said
- Focus of listening: holistic understanding

LISTENING TIPS



1. Set your intention about listening.
2. Notice your unconscious filters and body language.
3. Focus on the person not the situation.
4. Bring curiosity and ask open-ended questions.

OPEN-ENDED VS CLOSE-ENDED QUESTIONS



Close-ended Questions

- Have **specific** answers – usually yes, no or an informational answer
- Can be **clarifying**
- Are **deductive** in nature
- Close the possibilities
- **May shut down** conversation
- **Can lead** the speaker

Open-ended Questions

- Are **curious** and **non-judgmental**
- Focus on understanding the **person's view** of the situation, not the situation
- Can be so **powerful** that they stop people in their tracks
- May be so **simple** that they seem obvious at first
- Open up possibilities

EXAMPLES OF POWERFUL, OPEN-ENDED QUESTIONS



- What is your best thinking?
- What else might work?
- What conclusions do you draw?
- What would success look like?
- What would you have to change to accomplish this goal?
- What outcomes are important in this situation?
- What does your instinct tell you?
- What does that look like?
- Who do you know who is good at that?
- What else is possible?
- What is the level of urgency of this?
- What do you need to focus on?
- How have you handled this in the past?
- What can I do to help you?