

3 Levels of Listening



Listening is a powerful communication tool — just as powerful as speaking! We can choose to listen on three different levels.

1

SUBJECTIVE

Listening for elements that resonate with us. We are really thinking about ourselves and filtering the conversation through our own thoughts. We use this to find common ground with others.

Questions: *You know, that happened to me and I _____. Have you tried that?*

2

OBJECTIVE

Listening for facts. We are taking a literal translation and keeping the conversation on a surface level. We are narrowing our focus on exactly what the person is saying.

Questions: *When did this happen? Who was involved?*

3

INTUITIVE

Listening for emotions. We are taking in the tone, body language and context of the conversation. We stay curious and are able to acknowledge our own feelings but we stay focused on the other person. We note things that aren't being said and consider the emotions the individual is feeling in the moment.

Questions: *What is most frustrating about this? How do you want this to work out?*