

THE 3 LEVELS OF LISTENING

LEVEL 1

INTERNAL LISTENING (*ABOUT ME*)

You are listening to the sound of your own inner voice. You are aware of your own thoughts, opinions, judgments, feelings, stories. You may be nodding “uh huh” but inside you are thinking:

“I had an experience just like that.”

“This person is starting to bore me...what time is it anyway?”

You may not be aware of your impact on the individual at this level.

A common pitfall is when we multi-task, we think we are giving our full attention and listening, but we are actually in level 1 mode.

LEVEL 2

FOCUSED LISTENING (*ABOUT YOU*)

You listen with a hard focus and all the attention is directed in one way. Your awareness is focused on the other person. You listen for their words, expression and emotion. You listen for what they don't say. This is the level of empathy and clarification.

Think of two people in love, having a deep conversation on a park bench. They are so focused on each other that they don't even notice what's happening around them. They are tuned in to each other and they've tuned out the world.

LEVEL 3

GLOBAL LISTENING (*ABOUT US*)

This is the most effective level of listening for coaching to occur. Intuition and insight are present here. Your attention is a softer focus, listening at 360 degrees. Your awareness includes everything you can observe with your senses: what you see, hear, smell and feel. You are aware of how their energy is changing; whether they are excited or hiding something. You are aware of changes in the environment, whether it's suddenly too hot or cold. You take note of the person's tone of voice, their posture, what else is going on around you. You become aware of emotions and if the conversation is resonant or flat.

You will be aware of your impact on the individual at this level.