

Levels of Listening

Level 1

My attention is on *me*
Preparing to interrupt to tell my story
Offer brilliance, experiences, solutions and advice
'Inner conversation' is making meaning

Level 2

Focusing on the other
person and
their unspoken needs and
feelings

Refraining from
judging and
analyzing

Summarizing and
reflecting back
what's been said

Level 3

360° focus on tone, mood,
energy, and emotions with a
big picture view

Hearing what is
not being said

Trusting core instincts
and internal collective wisdom

Calm Compassionate
Curious Confident
Courageous Creative
Clear Connected