

## Are You Listening?

### How well do you listen to your colleagues?

I'm guessing it depends on the situation.

As a coach, listening has to be one of the key skills I employ when working with clients. But this is a particular kind of listening.

**Basically, there are 4 main types of listening.** Have a look at these described below, and decide which you use during different parts of your day or your role.



#### Level 1: Cosmetic Listening

I'm not really listening to you. My mind is elsewhere.

However, I'm making all the right noises (e.g. "Hmmm, yes ...") and I'm pretending to listen.

#### Level 2: Conversational Listening

I'm listening to your words and thinking about what you're saying.

I'm also thinking about what I want to say back, and then saying it. I may not be totally focused on you, as I'm also thinking about what I want to say and which points I want to get across.

**LISTEN!**

#### Level 4: Deep Listening

I'm totally focused on you, and listening so much that I have very little awareness of myself. I'm not easily distracted.

I'm listening and understanding what you're saying so well that I'm even picking up what you're not saying! I'm able to use this skill to ask great questions that can potentially help you resolve issues, find useful solutions and give you more clarity, if necessary.

#### Level 3: Active Listening

I'm focused on you, what you're saying, and asking questions to increase my understanding.

I'm using more effort than I would in conversational listening. I may be making mental notes of what I want to ask you but I don't want to interrupt your flow.

You'll know I'm listening because I'll be making eye contact, and might also repeat back or summarise what you've said.

### So which level of listening do you employ:

- in team/staff meetings?
- when someone interrupts you during a task?
- when you want someone to do something for you?