Different Levels of Listening

**Cosmetic Listening**
You are not really listening. Your mind is somewhere else, and you are pretending to be interested.

**Conversational Listening**
You are engaged in the conversation: listening, talking, thinking, talking, thinking etc.

**Active Listening**
You are very focused on what the other person is saying. You are recording facts, attuned, paraphrasing.

**Deep Listening**
You are more focused on the other than self, aware of both the content and “music,” listening for ‘foreground’ and ‘background.’

## Tips for Listening

### Active Listening
- Focus on listening and processing info rather than speaking.
- Your goal is to fully understand the other.
- Mentally register and record facts and observations for later use.
- Confirm listening by sounds, gestures and expressions.
- Actively seek to understand, ask clarifying questions, offer observations or conclusions, deepen the conversation.
- Check assumptions and interpretations by paraphrasing.

### Deep Listening
- Listen for content (foreground) as well as for background info: needs, concerns, agendas, intentions, hopes, experiences, boundaries, preferences, etc.
- Pay attention to non-verbal communication: Are body language and facial expressions in-sync with what is being said?
- What is not being said? Are there gaps?
- Self Manage: Notice reactions, triggers and emotions, and regulate what responses to bring in and when (EQ.)
- What is the pace, tone or “music”?
- What are you experiencing? What are your thoughts, images, ideas? Use yourself as an instrument or tool for gaining deeper understanding.

Source: Eric van der Loo