

Practice Levels of Listening

Speaker

Discuss a work-related issue you are struggling with related to realm of Communication

Listener

Start with **Cosmetic Listening** and end with **Deep Listening**. As you move from level to level, notice what changes in you and in the quality of your conversation.

Debrief using the questions below

How does the quality of your conversation (your ability to speak, your own understanding of the issue you are discussing, your level of comfort, etc.) change as the listener moves through the different levels of listening?

What enables you to deepen your listening?
How do you need to show up and self manage in order to get to Active and/or Deep listening?
What are your barriers to listening more deeply?
What causes us stay in the first two levels of listening?

Switch roles and repeat the exercise