

Five Levels Of

Listening

Develop better listening skills by moving through different levels of attention, from ignoring to deeply understanding others.



Closed Listening

Not paying attention while someone is speaking.

Head Listening

Engaging in conversation but primarily concentrating on your own thoughts and responses.

Ears- Only Listening

Focusing solely on the spoken words and facts during a conversation.

Heart Listening

Attuning to the underlying emotions and feelings behind the words spoken.

Open Listening

Understanding the subtleties and nuances, listening between the lines of what is being said.

Top 10 Teaching Points

1

In Dr. Neha Sangwan's TalkRx, there are five levels of listening, which can be learned to elevate communication skills.

2

The key to finding a solution to any dispute is listening.

3

Closed listening is when you're not listening while someone else is speaking, which can make others feel hurt and neglected.

6

Head listening is when you're engaging in a conversation, but focused on yourself.

7

People engage in head listening because they want to sound smart or impressive (the Planner), they are overly eager to share how their own experiences relate (the Hijacker), or they want to remind you that their story is better than yours (the One-Upper).

4

Closed listening has three common causes: you're distracted, you already know what's being said, or you don't care.

Setting boundaries will enable you to be a quality listener.

5

8

Ears-only listening is a tool that will enable you to tune in to the spoken facts during a conversation.

9

Heart listening is when you listen for the emotions underneath the words spoken to de-escalate emotionally charged situations, navigate awkward moments, and resolve conflict.

10

Open listening involves listening between the lines of what someone is saying so that you can determine what values they're communicating.

KEY

TAKEAWAYS

01

Balancing facts and feelings

02

Practicing open listening

03

Transitioning from head to heart listening

04

Self-awareness in listening

05

Challenges of closed listening