THE LEVELS OF Listening



LEVEL	FOCUS	KEY MINDSET	PRACTICE
1 **Internal Listening** **Listening to my inner dialogue**	**Listening to speak** While others are speaking, we're simply waiting for our turn to speak.	**Be aware** Internal listening has the most potential for misunderstandings and can make us miss key info.	**Pause. Notice your own thoughts and assumptions.** Ask yourself: *Am I waiting to speak? Am I making assumptions?* Then focus back in.
2 **Focused Listening** **Listening to one persion**	**Listening to hear** Giving one person our full attention to make them feel heard. Fewer distractions.	**Be present** Practice this with everyone, not only those with power and privilege.	**Offer eye contact, gestures, and face your body towards the speaker.** Ask yourself: *How does my body language show that I'm listening?*
3 **Global Listening** **Listening to the whole system**	**Listening to understand** Noticing the underlying feelings or thoughts behind their words. Reading the room.	**Be curious** Pay attention to what they are saying AND what they mean.	**Observe pace, facial expressions, micro-gestures and tone.** Ask yourself: *Where are they hesitating? What else is influencing the conversation?*
4 **Collaborative Listening** **Listening to amplify thinking**	**Listening to amplify** Listening to clarify, energize, and amplify their ideas. The conversation expands.	**Be generative** Consider this: *How can I help them think further?* Requires intentional practice.	**Help energize and clarify their vision and perspective.** Ask amplifying questions: *What else? Why now?* Invite co-creation into the conversation.

DESA GLOBAL LEADERSHIP

Listen more. Lead further.

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