

Listening Levels

You can hear the voice of the other person.

Your focus is on your own thoughts, opinions and judgements.

You respond with something like "I had the same thing, this is what you should do".

INTERNAL

You are completely listening to the other person

You lose awareness of anything around you and your own thoughts.

You respond with an open question such as "How important is that for you?"

FOCUSED

You are listening to the other person

You are aware of your environment and own intuition.

You respond with "I get the sense you are in a difficult place - are you? What is happening for you?"

GLOBAL



Listening Levels

Connection

What stops you from listening?

List all the things that stops us from listening as a group (shout out).

Concepts

Explain each level of listening

Identify your level of listening (Reflection / continuous self improvement).

Practice powerful questions and listening

Concrete Practice

- Pair practice sessions
- Round 1 - Listening only and identify level of listening
- Round 2 - Listen and respond using powerful questions
- Round 3 - Listen and respond using powerful questions no time limit

Conclusions

Group discussion

Practice makes perfect.

Arrange future practice sessions.

Understanding powerful questions.

Listening Exercise

Step by step instructions

Lecture

Explain the levels of listening on page 1 and explain the differences.

Group activity

What stops us from listening?

Shout out all the things that stop us listening.

Example answers:

- *Thinking ahead to your next questions*
- *Wanting to ask questions to satisfy your own curiosity*
- *Being preoccupied with thoughts about your own life*
- *Being uncomfortable with silences*
- *Feeling the need to solve things and have all the answers*
- *Making snap judgements assumptions about your client or their situation*
- *Thinking ahead about what you will do for the client after the meeting*
- *Feeling the need to take part and share your won experiences*

Pair Listening

Split into pairs and give each person the listening levels poster for reference.

Round 1 - Listening (16 minutes)

- One person will be the coach, the other the coachee
- Coachee talks for 5 minutes about a problem they have (it can be a made up scenario)
- Coach listening without talking

(5 minutes)

- Reflect as a pair on which level of listening the coach identified in themselves and how did the coachee feel.

(3 minutes)

Swap roles and repeat the exercise.

Listening Exercise

Round 2 Listening and responding (16 minutes) -

- One person will be the coach the other the coachee
- Coachee talks 5 minutes about a problem they have (it can be a made up scenario)
- Coach listens, when they feel appropriate they ask powerful questions
- *Examples*
 - *What would you like to think about?*
 - *What more would you like to say?*
 - *What more?*

(5 minutes)

- Reflect as a pair on which level of listening the coach identified in themselves and how the coachee felt. *Did anything change?*

(3 minutes)

Swap roles and repeat the exercise.

Round 3 Listening and responding (no time limit)

- One person will be the coach the other the coachee
- Coachee talks about a problem they have (it can be a made up scenario)
- Coach listens, when they feel appropriate they ask open questions
- *Examples*
 - *What would you like to think about?*
 - *What more would you like to say?*
 - *What more*
- See how long the conversation continues until the coachee has discussed everything they wanted to.

- Reflect as a pair on how they both felt the conversation went and give feedback to the coach.

(3 minutes)

Swap roles and repeat the exercise