

Active listening

Three levels of listening		
Level one	Level two	Level three
Internal: Focus on your own thoughts and inner voice. You are listening with the intent to respond – not to understand.	External: Listening intently to others. You are fully present and focused on them. You are curious about them. This is when people begin to feel seen and heard.	Global/wider: Extend focus beyond the conversation to your surroundings as well. You use all senses to feel the complete context.

[Medium \(2017\), Strategic Leadership: The 3 Levels of Listening](#)

Practice

Have a conversation with someone where you need to do most of the listening. Ask them at the end of it if they'd feel comfortable in providing feedback on their perception of your listening. Choose someone who you know is comfortable in providing honest feedback. (You can write or type your answers below.)

Did you feel like I was fully committed to listening to you?
Did I show any behaviours that suggested I wasn't listening?
How did you feel talking to me? Did you feel heard and seen?
Is there anything I can do better to be fully engaged with you?
Did I show a good understanding on what you were talking about?
Did you notice anything about my facial expression, body language or tone?