

The 5 Levels of Listening

In her 2006 Performance Coach training Carol Wilson proposed the 5 levels of listening; invited students to determine which level they were at, and asked them to observe how they progressed during the training. Which level do you operate from?

- ✚ **Level 1**
Planning what you are going to say while the speaker is talking - not really listening at all.
- ✚ **Level 2**
Relating what they are saying back to your own experience, so your reply is about you, not them.
- ✚ **Level 3**
Listening to what the speaker is saying and giving them advice. This is still about you, not them.
- ✚ **Level 4**
Listening to what the speaker is saying and inviting more. This helps them to think. People often work things out while they are talking. If you interrupt with anything other than encouragement, you will probably disrupt the process
- ✚ **Level 5**
Listening behind the words and between the words; listening to the silences; using your intuition.
- ✚ ***Levels 4 and 5 are the most effective levels of listening. It is here that we get into the worlds of those with whom we are dealing.***