



# STEPS TO WHOLE BODY LISTENING

*Power lives more in listening than in talking.  
In fact, listening may be the key skill of the successful person.*

CONSCIOUS LISTENING LEVEL ONE:

## **LISTENING FOR ACCURACY**

### **Offer Your Undivided Attention**

Demonstrate that you are fully there, fully attentive to the message you are receiving.

### **Acknowledge the Communication**

Demonstrate that you are hearing the message being sent-show that you are not only available but actively engaged in processing the message.

### **Duplicate it Back**

Demonstrate that you have comprehended what was said-clarify and confirm the message to assure understanding.

CONSCIOUS LISTENING LEVEL TWO:

## **LISTENING FOR EMPATHY**

### **Name the Feeling**

Demonstrate that you empathize with the human emotion involved in the experience underlying the message-build bridges of rapport.

CONSCIOUS LISTENING LEVEL THREE:

## **LISTENING FOR MUTUAL CREATIVITY**

### **Recognize the Commitment**

Speaking the truth indicates a real caring, a real commitment to at least some aspect of the situation involved. Acknowledge that commitment in a way that encourages the other person to move in a positive, purposeful direction in their future behavior.

### **Listen for What They Most Want**

Imagine the unfolding possibility for this person. Engage in co-creative dialog for this person's future. How can I support you in this future?