

EMOTIONAL INTELLIGENCE & POSITIVITY

DEEP LISTENING

Do you consider yourself a good listener? What would your partner say? Your friends? Your children? Your direct reports?

According to author and negotiation expert, William Ury, listening is important for three reasons:

- Listening helps us fully understand the other side.
- Listening helps us connect.
- Listening to another makes it more likely the other will listen to us.

It's not just *that* we listen, but *how* we listen that matters.

*How do I listen to others?
As if everyone were my most revered Teacher
Speaking to me
His/Her cherished last words.
— Hafiz*

Consider the following levels of listening:

Level One: Ignoring

I'm blatantly rejecting your request for my attention.

Level Two: Pretend Listening

I'm listening to you but I'm distracted with my own thoughts. I don't really hear you. In this situation, it's really all about me.

Level Three: Selective Listening

I'm listening for what's interesting or relevant to me.

Level Four: Self-referential Listening

I'm listening to you, but I will nudge the conversation so that it becomes about me. In this situation, I will make sure it becomes all about me.

Level Five: Fix-it Listening

I'm listening to you but I want to fix your issue by myself. In this situation, it's still really all about me, but in relation to you.

Level Six: Deep Listening

I'm listening to you with my full attention—the deepest and most respectful quality of my listening. I want to understand better who you are and what your experience is. In this situation, it's all about you.



[William Ury: The Power of Listening](#)

[The Discipline of Listening](#)

(Harvard Business Review, June 2012)

[Deep Listening](#)

(Mindful, August 2010)

[How To Know If You Talk Too Much](#)

(Harvard Business Review, June 2015)

In Practice

Enhance your self-awareness by completing [this Listening Self-Assessment](#) adapted from the Social Transformation Project.