

LISTENING LEVELS

Down
the pub

- ★ Talking over each other
- ★ Waiting for the other to draw a breath

That
happened
to me

- ★ Conversation ping pong
- ★ Comparing what they say to your perspective

Have you tried?
This is what you
need to do...

- ★ Coming up with solutions
- ★ "Fixing them"

That's interesting

- ★ Curiosity
- ★ Focus on them/their needs
- ★ Listen to understand