



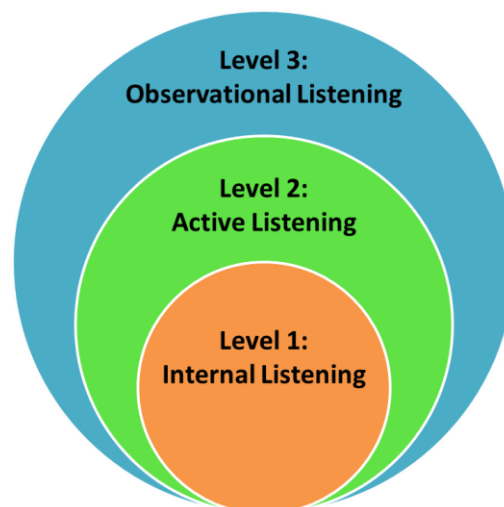
Three Types of Listening

by [Andrew Cooke](#), [Blue Sky GPS \(Growth & Profit Solutions\)](#)

Listening is the ability to accurately receive and interpret messages in the communication process. Listening is key to all effective communication; without the ability to listen effectively messages are easily misunderstood – communication breaks down and the people can become frustrated or irritated.

Listening is not the same as hearing. Hearing refers to the sounds that you hear, whereas listening requires more than that: it requires focus. When you listen you paying attention not only to the story, but to how it is told, the use of language and voice, and how the other person uses his or her body. You are aware of both verbal and non-verbal messages. Your ability to listen effectively depends on the degree to which you perceive and understand these messages.

Fig 1 – Three Types of Listening



Level 1: Internal listening

At this level:

- we hear what the other person is saying, but we are more focused on listening to our own thoughts and how we will respond
- we are more focused on what we think or feel than the other person



- and we are not totally 'present' in the conversation,

Level 2: Active listening

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At this level we listen for facts, meaning and intention. This level leads to a common understanding about what is being said and what the other person wants to achieve. At this level:

- we are totally focused on what the person is saying, giving them our full attention
- We use techniques such as paraphrasing or asking questions to confirm understanding.

Level 3: Observational listening

This is a much deeper level of listening. At this level we are totally focused on what the person is saying and:

- we are attuned to body language, facial expressions and tone of voice
- we are more likely to identify the other person's feelings
- We are aware of the impact of our communication on the other person.

At this level we are able to help the other person understand their own feelings and views by reflecting what they are saying back to them.

Listening is a skill that you can and should develop. Listening allows you understand what the other person is saying, their point of view and helps you to get to know them. So learn to listen and practice *how* you listen for closer, better and more robust relationships.



About Andrew Cooke

Andrew Cooke is known for his work with executives, managers and teams in helping them to grow, develop and achieve results. Using a blend of consulting, facilitation and coaching he is noted for his ability in "bringing people potential to life". Andrew takes the time to understand and assist successful business executives in creating a customized plan that allows them grow and develop their leadership effectiveness. In doing this he guides executives to manage, direct and make change work for them and their stakeholders and teams in an increasing volatile, uncertain, complex and ambiguous business environment. From this he helps others to become more successful in both what they do and how they do it.

Andrew demonstrates a proactive attitude and empathy that blends enthusiasm, energy and a pragmatic approach in engaging leaders and their stakeholders. He has over thirty years of international business experience and insights on which to draw, and has worked with blue-chip clients and other leading businesses across a range of industries. Andrew is passionate about helping others to be more successful personally and professionally

Qualifications & Accreditations

Andrew is an experienced international expert in executive coaching, leadership development and business consulting. He has qualifications, certifications and accreditations from recognized leading global organizations, including:

- International executive coach with certifications for Marshall Goldsmith Stakeholder Centered Coaching and Global Leader of the Future 360⁰ Assessment
- Masters of Business Administration (MBA), London Business School, UK
- Bachelor of Business BA (Hons), University of Plymouth (UK)
- Diploma from the Institute of Marketing (UK)
- Accredited DISC Facilitator & Coach