



**LISTENING, COMMUNICATING, AND
PAYING ATTENTION ON 3 LEVELS**



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Hi!

Most of the time, we only listen in a superficial way. We are often busy with other things such as our smartphone and take every opportunity to interrupt the other person so we can make our own point. The other person then feels misunderstood and effective communication becomes impossible.

There are 3 levels at which we can listen. These levels determine what we focus on and what we pay attention to.

This paper will give you the tools to understand the three levels of listening and communication.

LEVEL 1: LISTENING TO GET EVEN

LEVEL 2: LISTENING FOR POSSIBILITIES

LEVEL 3: LISTENING FOR INNOVATION AND CREATIVITY



HOW DO YOU RECOGNIZE IT?

Focusing primarily on yourself: What does this mean for me and what does it get me?

Thinking about what you want to say and wanting to win the discussion;

Seeing the other(s) as opponent(s) or lesser;

Listening to those who agree with you and seeking allies in a discussion;

Having little respect for the other person and being often distracted. Good communication and cooperation is unlikely.

LEVEL 1: LISTENING TO GET EVEN

HOW DO YOU RECOGNIZE IT?

Listening with depth;

Paying attention to the other person;

Seeing the other(s) as equals;

Continuing to ask when you don't understand something;

Dependency and judgments are reduced;

Listening to possibilities and being open to new perspectives;

The prospect of working together and being open to change begins at this level.

LEVEL 2: LISTENING FOR POSSIBILITIES

HOW DO YOU RECOGNIZE IT?

Listening with full attention and curiosity;

Paying attention to the other person in a larger context; you are fully present in the conversation;

Respecting the opinion of others even if it is not your own;

Seeing the other(s) as a mirror for the effect of your communication;

You use your intuition to listen for what is not being said, but what is important;

A shared vision, inspiration and collaboration is born at this level.

LEVEL 3: LISTENING FOR INNOVATION AND CREATIVITY

Listening and communicating on levels 2 and 3

You will find that when you start listening more at levels 2 and 3 you get much more information from the other person than when you only listen at level 1. Moreover, you also start to understand the other person better and give the other person the opportunity to understand you better as a result. Effective communication then becomes possible.

A short conversation at level 3 of a few minutes can already contain much more depth than a 30-minute conversation at level 1.

LSQ (listening, summarizing, asking questions)

As an aid, you can use LSQ. LSQ stands for Listening, Summarizing and Questioning. Listen carefully to what the other person says and then briefly summarize the story. Let the other person respond to what you have said. Ask further questions if something is unclear.





I am **Marijne van den Kieboom**, psychologist, executive coach and leadership trainer.

I help empower mission-driven organizations and leaders by examining their own habits or behaviors to achieve better results, for themselves, their teams and their organizations. My expertise is in the areas of executive coaching, performance coaching, work-life balance coaching.

Vision on coaching

For people who want to explore their own solutions, looking for the deeper origins of their emotions and behaviors. Through coaching focused on life strategy, thinking frames, assumptions and beliefs to achieve a change in perception. A different view, a new perspective to achieve far-reaching changes.



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