

The 5 Levels of Listening – Adapted from Stephen R. Covey's Listening Continuum

Within the others
frame of reference

5. Empathic Listening

Listening for what is not being said
When have I / do I listen at this level?

4. Attentive Listening

Exploring what is being said "Tell me about that"
When have I / do I listen at this level?

3. Selective Listening

Jumping to giving advice
When have I / do I listen at this level?

2. Pretend Listening

Jumping to sharing your own experience
When have I / do I listen at this level?

1. Ignoring

Replying with something totally unrelated
When have I / do I listen at this level?

Within one's own
frame of reference