



HOW TO RAISE YOUR INFLUENCE IN LESS THAN 5 SECONDS

There is a big difference between hearing and listening. And it is listening that will cause you to become more influential.

DEEP LISTENING

We should still our personal agenda to truly connect to understand. This is deep listening.

5 LEVELS OF LISTENING



NOT LISTENING

PRETEND LISTENING (PATRONIZING)

SELECTIVE LISTENING

ATTENTIVE LISTENING

EMPATHETIC LISTENING (MIRRORING OR ACTIVE LISTENING)

1

IGNORING OR NOT LISTENING

The Ignorer does not appear to be listening. They are sending the message that they do not want to acknowledge you. There is no exchange of information, much less communication. The listener is not paying attention to anything but is merely thinking of what he will say when he gets a chance to talk.

2

PRETEND LISTENING (PATRONIZING)

The Patronizing Listener may occasionally nod their head or make a gesture in your direction, but they also show you they are paying attention to other things or allowing distractions to become their focus instead of you. Their personal agenda is to judge whether or not they need to pay attention to your message.

3

SELECTIVE LISTENING

The Selective Listener will indicate they are listening at times, but hearing only part of your message. They will often pay attention to only those parts of your message with which they agree, and may often interrupt you or cut you off to ask, "So what's your point?" Their personal agenda is to hear your story so they can respond with theirs.

4

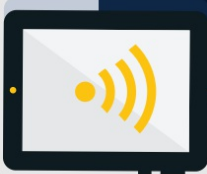
ATTENTIVE LISTENING

The Attentive Listener wants to hear you, but will use their frame of reference to communicate with you. They will often respond by offering advice. Their personal agenda is to hear you, to apply any information they glean from your message, and to see if it is appropriate to apply within their own frame of reference.

5

EMPATHETIC LISTENING (MIRRORING OR ACTIVE LISTENING)

The Empathic Listener seeks to listen beyond your words, to put themselves in your shoes to the heart and feelings that lie behind the words. This requires stepping out of their own frame of reference, values, personal story, and tendency to judge. This means that the listener has left their personal agenda and bias behind to seek to understand you. It is at this level that a true empathic exchange occurs, building trust, safe space, and an arena where true change and resolution can occur.



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