

Practice using these Levels of Listening to check your listening after meetings & conversations or during breaks.

Notice opportunities to listen more deeply.

Notice when the Voices of Judgment, Cynicism, & Fear show up.

Level of Listening	Experience	Result
Listening LEVEL 1 downloading	<i>Just what I expected.</i>	No new understanding. No increase in desire to act. Mostly a repeat of the same ideas.
Open Mind expresses curiosity & quiets the Voice of Judgment		
Listening LEVEL 2 debating	<i>I became aware of some new facts & ideas that challenged my assumptions & shifted the way I make sense of the situation.</i>	Taking account of new realities; better informed. More aware of assumptions. New ideas & alternative ways to understand current reality.
Open Heart activates compassion & tames the Voice of Cynicism		
LISTENING LEVEL 3 dialogue	<i>I have seen the situation, & my place in it, through the eyes of someone whose experience is different from mine. I have a new sense of how another person experiences the situation & how they feel it. My own feelings resonate with those of someone different from me.</i>	Awareness of real differences in experience & evaluation of the situation; new perspective; better understanding of aspects of the situation that have been hidden or avoided.
Open Will draws on courage & transforms the Voice of Fear		
LISTENING-LEVEL 4 collective creativity	<i>I am not the same person now than I was when I entered this conversation. Together we generated understanding & possibilities that did not exist when the conversation started.</i>	A stronger sense of the highest possibility in the situation & an increase in the will to bring that possibility into reality.
The table is based on a video on levels of listening presented by Otto Scharmer in the edX course, <i>U.Lab</i> www.presencing.org/news/news/theory-u-introduction .		