

Montana League of Cities and Towns – 2017

Five Levels of Listening

1. I don't listen because I don't like you or your idea.
2. I don't listen because I am indifferent to what you have to say.
3. I do listen, but with the intent to counter what you say and then make my point.
4. I listen for common ground between what you think and what I think.
5. I listen to see your point of view completely and accurately.

Curiosity Questions

- Say more about that.
- What does that mean?
- Can you be more specific?
- Why do you think that?
- How did you reach that conclusion?
- Can you share some examples?
- To what extent, does that saying apply here?
- What do you really mean?
- Can you clarify that for me?
- How does that statement apply to....?
- Can you spin that concept out for us?
- What are the implications of that statement?
- What are you implying?

1. As the listener, what did you want to ask but couldn't? Write those questions down.

2. What makes it hard for you to listen?

3. What it would look if you listened from the perspective of...
NOT BEING INTERESTED

SOLVING THE PROBLEM

WANTING TO PROVE YOU ARE RIGHT

BEING CURIOUS, WANTING TO UNDERSTAND

4. What you are willing to commit to do differently around listening, connecting, and/or being curious.

Practice

1. Practice sitting in silence for 3 minutes every day for a week (Focus & Being Present).
2. Intentionally listen to 1 person per day for 1 minute for 1 week without talking. Notice how people respond.
3. Listen to 3 people for at least 2 minutes and only ask them questions to learn more. Get curious!