

# LISTENING LEVELS

**Social Chat**

- ★ Talking over each other
- ★ Waiting for the other to draw a breath

**Me too...**

- ★ Conversation ping pong
- ★ Comparing what they say to your perspective

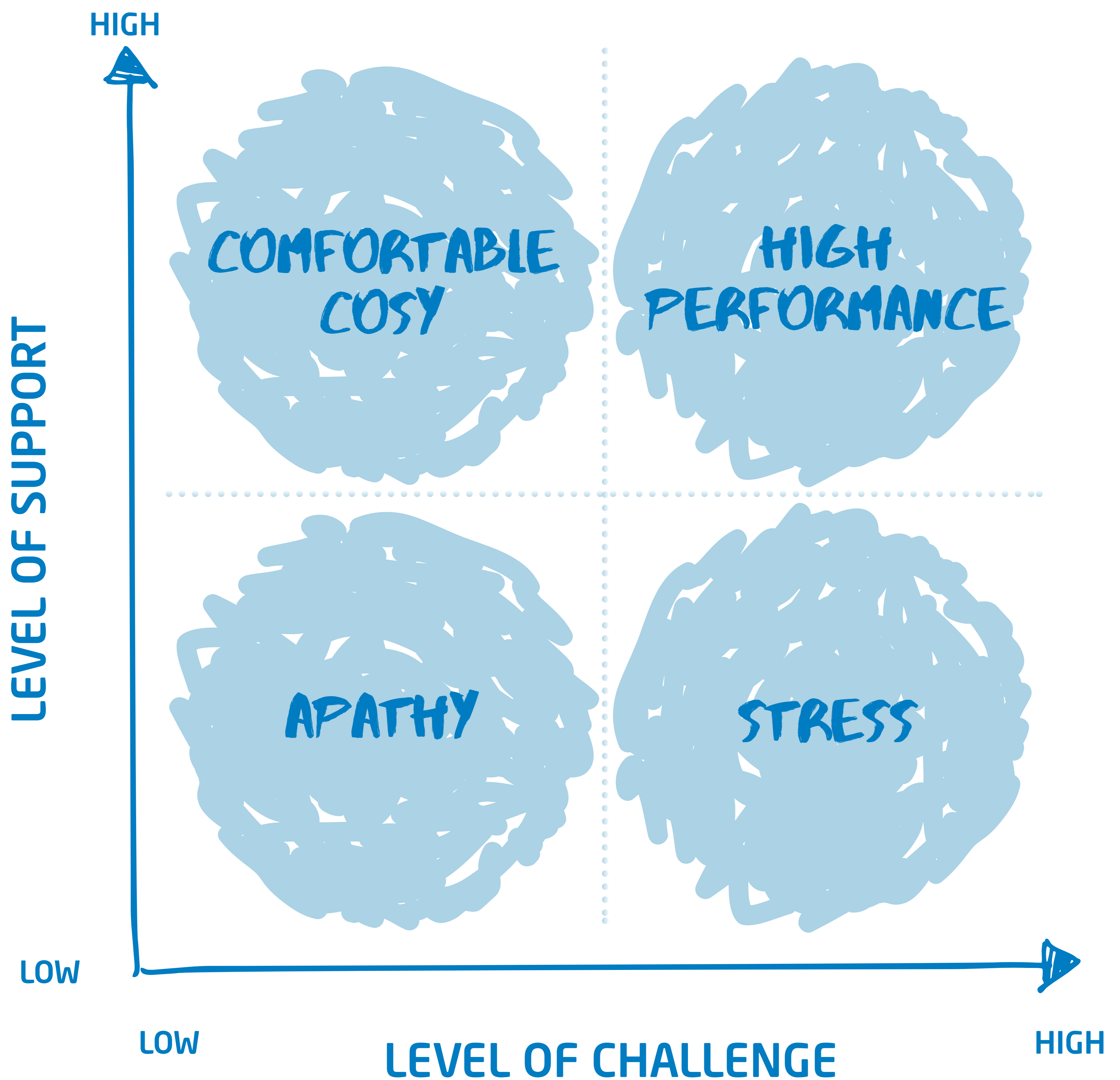
**I can fix this...**

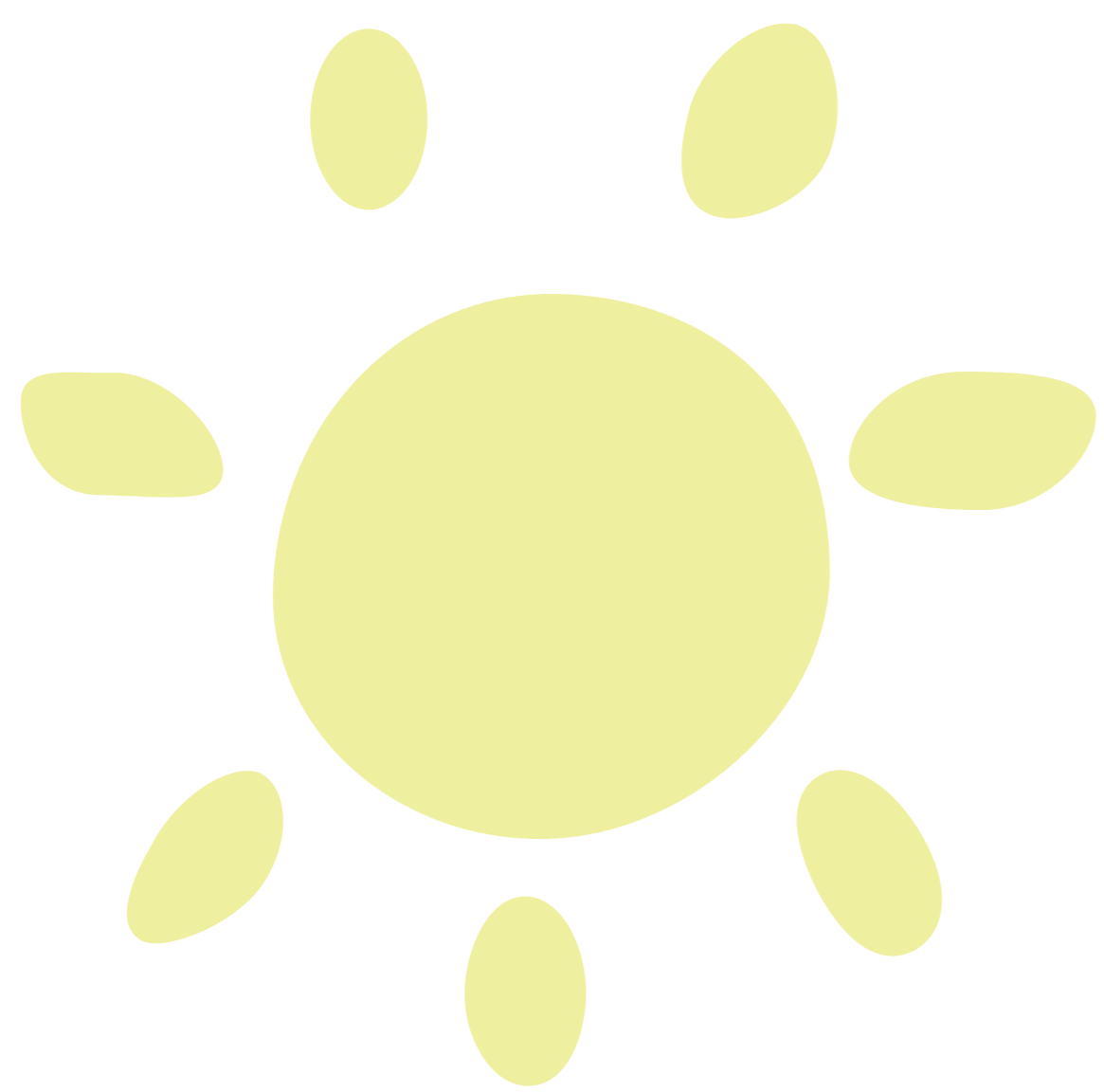
- ★ Coming up with solutions
- ★ "Fixing them"

**I wonder...**

- ★ Curiosity
- ★ Focus on them/their needs
- ★ Listen to understand

# SUPPORT AND CHALLENGE





# THE SHADOW I CAST...

MY  
LEADERSHIP  
BEHAVIOUR



HOW IT 'LANDS'  
ON OTHER  
PEOPLE

