



Building a L&D Course: Empathic Listening

Changing the learners' behaviour to operate at level 5 listening consistently

The Five Levels of Listening

Level 1	Ignoring – Not listening at all
Level 2	Pseudo – Appearing to listen, but not listening
Level 3	Selective – Listening for cues, looking for what you want to hear, confirmation bias, not fully listening
Level 4	Attentive – Listening closely, using active listening techniques
Level 5	Empathic- Truly listening, engaging, demonstrating that engagement <ul style="list-style-type: none">• Mirroring and matching• Paraphrase and Summarise• Empathise• Rephrasing the content to reflect the feeling• Offer a solution

Employees who feel listened to

are more likely to report higher levels of engagement, loyalty, and job satisfaction.

Opportunities to build better listening habits through L&D

- Roundtable Discussions – group conversations to share perspectives
- Peer Interviews–pair up learners to share their views and insights on a topic
- Fishbowl Activity–some learners conduct a discussion encircled by others observing
- Activities and Role-Playing Exercises – scenario based with learners adopting different roles
- Feedback Circles–learners sharing thoughts with one another and the facilitator at the end of a module