



Team Leader Development

Empathic Listening in Leadership

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

Active listening vs Empathic listening

Active Listening

Attentive listening

Comprehension listening

Dialogic listening

Full listening

Informative listening

Empathetic Listening

Appreciative listening

Deep listening

Sympathetic listening

Therapeutic listening

Whole person listening

VS

The Five Key Components of Empathic Listening

1

Pay Attention

2

Show That You're Listening

3

Provide Feedback

4

Defer Judgement

5

Respond Appropriately