



# 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

VS

#### Empathetic Listening

Appreciative listening

Deep listening

Sympathetic listening

Therapeutic listening

Whole person listening

### 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