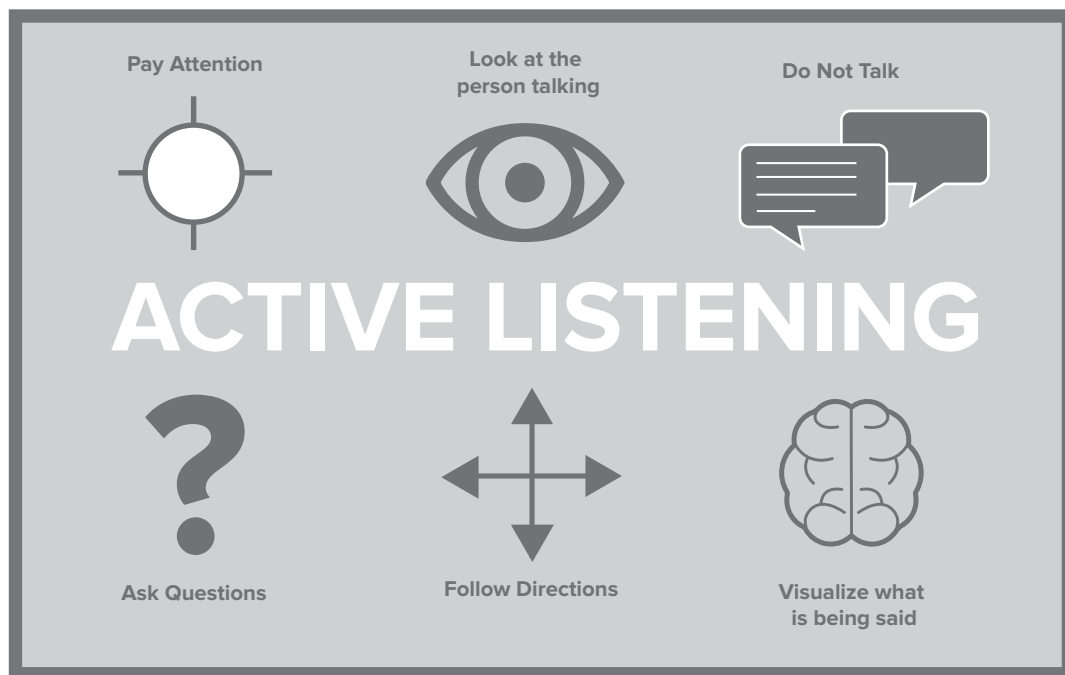




## Listening is the most fundamental component of interpersonal communication skills.

Listening is not something that just happens (that is hearing). Listening is an active process in which a conscious decision is made to listen to and understand the messages of the speaker.

Listeners should remain neutral and non-judgmental. This means trying not to take sides or form opinions, especially early in the conversation.



### Active Listening

Active listening requires that the listener fully concentrate, understand, respond, and then remember what is being said.

Research suggests that we only remember between 25 to 50 percent of what we hear unless we choose to actively listen to what is being said.

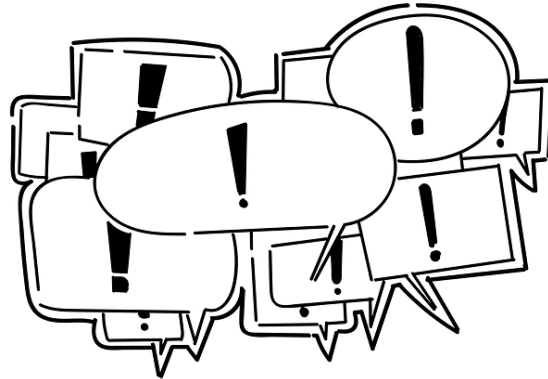
Active listening involves giving the other person time to explore their thoughts and feelings without the listener making comments or interfering with the person who is speaking.

For more information about Dignity Revolution, visit [DignityPledge.com](http://DignityPledge.com).

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## Levels of Communication



### HIGHEST

**Level 1:** "I Feel..." Active Listening  
Peak Communication

**Level 2:** "I Feel..."  
Gut Level

**Level 3:** "I Think..."  
My Ideas and Judgements

**Level 4:** "I See..."  
Reporting the Facts

**Level 5:** "Hi..."  
Cliché Conversation

### LOWEST



**Listening makes others feel worthy, appreciated, interesting, and respected.**

**Echo:** Repeating, restating, summarizing what you heard.

“I heard you say...”

**Clarify:** Asking questions about what you heard so you can fully understand.

“Tell me more...”

“What did you mean when you said...?”

**Empathize:** Relating to a person and letting them know that you have been there too and you understand at a deep level.

“Yes, I know how that feels to live with an alcoholic. My dad drinks too.”

**Validate:** Even though you have not been in that situation, you acknowledge how the person feels.

“My parents are still married, but it must be awful to find out that your parents are going to divorce.”

**Reflection:**

**What Does Active Listening...**

1. Look Like?

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_

2. Sound Like?

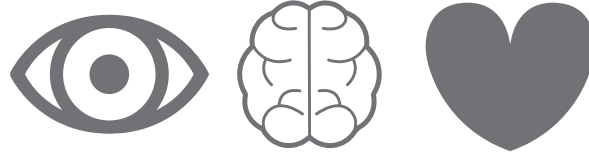
- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_

3. Feel Like?

- A. \_\_\_\_\_
- B. \_\_\_\_\_
- C. \_\_\_\_\_



## Levels of Communication Worksheet



### Level 4: "I see..."

What did you actually see happen? Supportive evidence or data.

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### Level 3: "I think..."

Your judgements or ideas.

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### Level 2 and 1: "I feel..."

How do you actually feel about it? I feel... (happy, sad, nervous, angry, etc.)

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### I learned...

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**Thanks for taking a healthy risk by sharing  
your authentic and emotional self.**