Listening:

The speaker has Level V Empathetic Reflecting of thoughts, identifying, validating 100% Them Valued and acknowledging their feelings and Receiving all Cared for emotions behind the situation. signals Bond "It sounds to me like you feel...____ been understood Problem solving: Level IV Expressing opinions, Respected thoughts, paraphrasing Active and summarizing. Using 7 Problem-solving tools. Level III Small-talk: Acknowledge a subject Casual and chat about it. Since I am mildly Norming Interpersonal interested in you or the subject I stay 50%-50% engaged in hearing what you say. Level II Data exchange: verbal facts & figures, instructions. Selective I take-in information which I perceive as relevant. I probe and clarify that which is of interest to me. Inside my head I am busy formulating my response Level I De-valued Dismissive I acknowledge your presence or existence through a greeting, head-nod, grunt, eye Why care contact or hand-shake. I am discounting what you say, planning my weekend or 100% Me generally, could care less about what you have to say or your opinion.

I am ignoring you... no listening going on here.