

## Climbing the stairway to heaven

Ok it's not quite as good as the song but this little trick may help communication whilst you are in lockdown and beyond once the world returns to normal.

Ever heard this before? 'You're not listening to me!' That's right we have all heard it, or have we?

Listening is a skill, just like operating a machine, making logs or felling trees. Like any skill we need to learn how to do it and then practice. The picture adjacent shows the different levels of listening and gives some examples.

The best listeners in the world listen to understand, not just the information in the message, but also how the other person is feeling and what they may be struggling with.

### LEVEL FIVE

#### Empathise

5 We fully tune in to where the other person is coming from and what they feel.

### LEVEL FOUR:

#### Attend

4 We listen fully to the other person and can accurately repeat their issues and opinions. E.g. you answer with; 'Yep, I know this is serious but what do you want me to do about it!'

### LEVEL THREE:

#### Select

3 We become choosy about what we hear. We pick up on the bits of information that we are interested in. E.g. Parent says: Yes, you can go to the park but please be back by 6pm. Child hears: Yes, you can go to the park!

### LEVEL TWO:

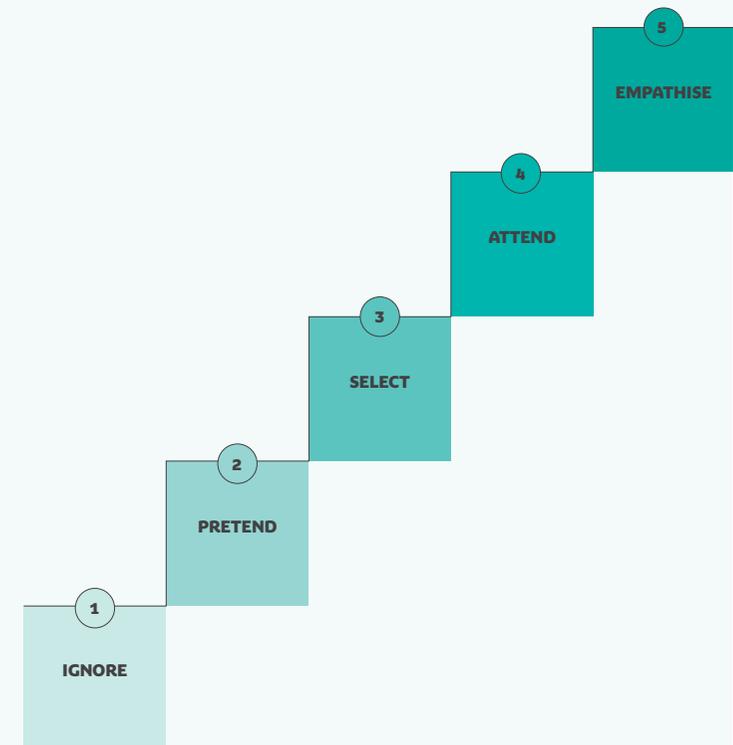
#### Pretend

2 We act as if we are listening. But our attention is really elsewhere. E.g. you know that person on their phone looking at Facebook

### LEVEL ONE:

#### Ignore

1 We knowingly choose not to hear what is being said. E.g. Blah Blah Blah!



Ref: Key Component of Happiness (Fredrickson & Joiner, 2002)



# How to climb the stairway to Heaven

Follow these three simple steps to achieve the gold standard of listening. Remember it's a skill that needs to be learned and practised to achieve competency. Practice it with the people in your lockdown bubble, see if it makes a difference.

