Listening Levels (variation on KAOS Pilot exercise)

purpose:
Listening levels is an interview technique that helps you be more aware of the different levels of information in a conversation.

The original exercise **listening levels** has been developed by KAOS PILOT. It highlights the three positions that occur in a conversation, and will help you get to a better understanding of what is being said, and what this information means in the context you are working with.

timeframe: 20 – 40 minutes

number of facilitators: min. one

group-size: 3 people per group

materials:
optional: notebook and pens

instruction:
There are 3 levels of listening:

- internal – inner dialogue
- focused – to help someone else understand himself, not judging
- global – listening to all the signals out there, transmits into curiosity

These levels translate into three roles: **storyteller**, **interviewer** and **observer**.

- Set the topic for the conversations to take place beforehand, or have the participants decide together on a topic. Set a timeframe for each conversation, and communicate this timeframe with the participants.
- Have participants split up in groups of 3.
- In each group one person will share his/her thoughts (storyteller) while the other person asks powerful questions to encourage the storyteller to explore new possibilities (interviewer) and the 3rd person will listen on a global level (observer).

To make the exercise more interesting and balanced have people rotate their roles, so that each person has the chance to experience being able to share, to question and to observe. Set a time limit for each round, and build in time to reflect on the process.

extra:
Characteristics of a powerful question:
it sends listener into exploration; a short question; open-ended; "lands" with the listener.

Example of a powerful questions:
"What if"
"What is important to you"
"Why is this important"
"Where do you want to go"
"What is needed right now"
"Can we all work with that"

"What more do you need"
"How can this group help you"
"What is stopping you"