



## Module IV. SOFT

Interpersonal  
Skills  
Course

**Topic 2. Active  
Listening**

**Lesson 2.  
Levels of conversation**



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**In this lesson, we will learn to understand what make a powerful and constructive conversation based on active listening**

**1. Identify the different levels of conversation**

**2. Raise awareness about our level of listening**

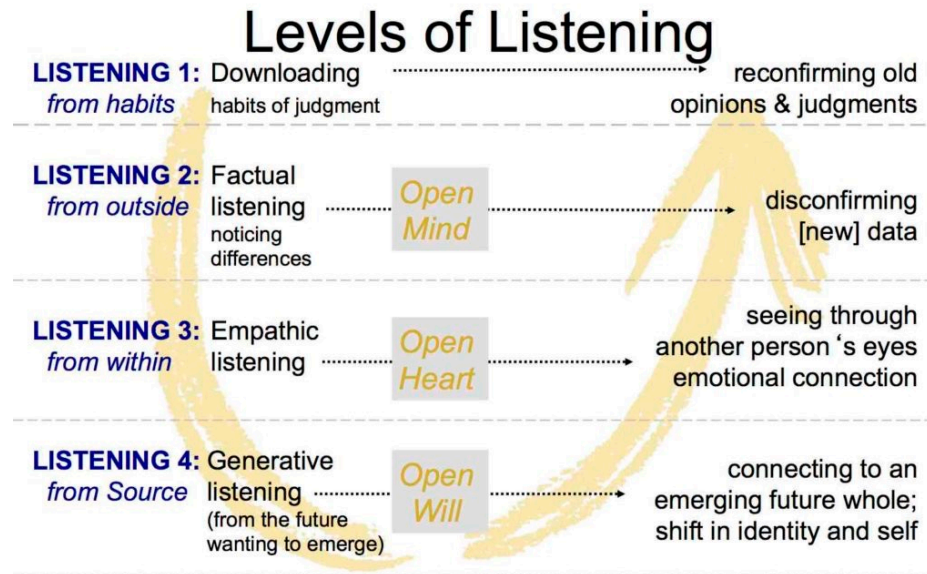
**3. Improve the quality of our conversation levels with others**



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# THEORY-U AND THE LEVELS OF LISTENING



## INCREASING THE LEVEL OF CONVERSATION



**We often fail in empathic and generative listening**  
We remain stuck in a level I or II of conversation



By entering into level III of conversation  
**we can transform ourselves and others, and build constructive solutions**



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# INCREASING THE LEVEL OF CONVERSATION

To reach this level, some techniques are to be applied:



**Open your mind, heart and will**

Think before you talk

**Apply respect**

Stick to the topic

**Apply trust and create emotional connections**



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# INCREASING THE LEVEL OF CONVERSATION



## OPEN YOUR MIND, HEART AND WILL:

CONVERSATION IS NOT A LONELY PROCESS, IT IS A **SOCIAL ACTIVITY**

IT IS NOT ALL ABOUT YOU, BUT **ABOUT OTHERS** AS WELL

YOU NEED TO BE **READY TO LISTEN**, TO TAKE CARE ABOUT OTHERS POSITION,  
AND TO BE READY FOR SHARING AND TRUST



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# INCREASING THE LEVEL OF CONVERSATION



## THINK BEFORE YOU TALK:

3 GOLDEN RULES OF SOCRATES TO THINK OF BEFORE YOU TALK



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# INCREASING THE LEVEL OF CONVERSATION



## APPLY RESPECT:

YOU SHOULD **TRY NOT TO INTERRUPT** AND REMAIN FOCUS ON WHAT IS BEING SAID.  
DON'T PREPARE YOUR ANSWER IN ADVANCE, **WAIT UNTIL YOU LISTEN THE ENTIRE ARGUMENT** BEFORE  
YOU RESPOND.



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# INCREASING THE LEVEL OF CONVERSATION



## STICK TO THE TOPIC:

THIS IS **A BASIC RULE OF BRAINSTORMING**, AND IS USEFUL IN ANY CONVERSATION.  
**BE CREATIVE AND EXPRESS IDEAS**, EVEN IF THEY SEEM CRAZY, BUT ONLY IF THEY ARE  
RELATED TO YOUR TOPIC.



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## INCREASING THE LEVEL OF CONVERSATION



### APPLY TRUST AND CREATE EMOTIONAL CONNECTIONS:

DON'T BE AFRAID IN **SHARING YOUR TRUE FEELINGS** AND INVITE YOUR INTERLOCUTOR TO DO THE SAME.

CONVERSATION IS A WAY TO **KNOW SOMEONE BETTER** AND BUILD A RELATIONSHIP.

**BE OPEN** ABOUT WHAT INTERESTS YOU AND SHARE.



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# CONCLUSION



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## CONVERSATION IS A SOCIAL ACTIVITY

THE CAPACITY TO REACH HIGH LEVELS OF CONVERSATION WILL HELP YOU TO:

- SHARING YOUR PROJECTS WITH OTHERS
- EXPLAINING THEIR SENSE AND CONVINCING
- IMPROVE THEM THANKS TO EXTERNAL INPUTS THAT WILL BRING YOU VALUE



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