

Listening	1) Conventions of listening	2) Self talk	3) Informational listening to gain understanding	4) Critical listening, judge quality of idea	5) Empathetic listening. Help speaker
Embodies	Attentively and productively involved with others.	"I'm careful not to take innocent comments from others as personal attacks."	Listens sensitively in order to pick up messages 'between the lines' and look beyond the words.	Responds empathetically when rejecting an idea with counter arguments.	Helps the speaker to draw out conclusions for themselves.
Organises	Able to accommodate different viewpoints.	"I listen carefully and try to respond appropriately."	Uses open ended questions to get closer to understanding the message.	Removes the emotion out of critical listening and doesn't avoid tricky topics.	Uses appropriate questions to help sort out problems.
Values	Listens actively for intention, emotion and mixed messages.	"I listen for the speaker's intentions, values and emotions."	Paraphrases in own words what they believe the speaker said.	Checks out the message/idea using evidence & reasoning.	Offers supportive responses showing empathy rather than sympathy.
Responds	Genuinely interested in what is being said, showing curiosity and respect.	"I am beginning to listen for different purposes."	Looks to identify the big ideas and main points looks for the golden nugget of information.	Listens for information about the idea. Does not listen for information to attack the speaker.	Gives observable feedback to the speaker showing they care. Does not attempt to turn the conversation to themselves.
Receives	Takes turn in speaking and maintains eye contact with the speaker.	"I try hard to make sense of the messages."	Shows interest in understanding the message as it was intended.	Shows interest in the quality of the message/idea.	Shows interest in creating and maintaining positive relationships.
Lacks	Unaware of social conventions of listening. Talks over others.	"Unaware of listening as a skill."	Listens for what they want to hear for own ends. Is selective in their listening.	Makes early judgement on partial information.	Tends to talk rather than listen.