

## 29. Levels of listening

# Purpose, participants and application

- **Purpose**

- One of the purposes of the process model for supply chain resilience is to create a common language among participants and a shared understanding of challenges.
- To focus on communication among the participants.
- To gain a better understanding of other participants' perceptions and challenges.

- **Participants**

- Everyone.

- **Application**

- Can be used in all phases.

# Levels of listening

- **Listening level 1**

- Here, one only listens to what they want to hear. Communication is often interrupted. One listens to themselves - whether they agree or disagree. It's more about being right than achieving mutual understanding.

- **Listening level 2**

- Here, one listens more based on the other person's premises. The listener asks elaborative counter-questions (why, what, and how). Communication becomes deeper, and time is invested in understanding each other.

- **Listening level 3**

- Here, there is listening at a meta-level, where there is reflection on whether it is the right conversation that is taking place.