

# Level III Listening Blocks

To listen fully and in a way that will allow you to extract as much meaning as possible, you need to notice and interrupt these processes that block listening.



## Anticipating

Getting ahead of what the person is saying by thinking about what is coming next.



## Judging

Evaluating what the person is saying and deciding whether it is good/bad, right/wrong.



## Rebutting

Crafting a response to what the person is saying before you've heard their full point.



## Defending

Interpreting what the person is saying as an attack and thinking about protecting yourself.



## Rationalizing

Finding reasons to downplay or dismiss what the person is saying as irrelevant or unimportant.



## Competing

Collecting examples of similar experiences that are even more extreme or impressive.



## Identifying

Empathizing with the person's story and viewing it through the lens of your own experience.

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