

# Level Up

## GUIDE



HEARING  
VS LISTENING

W/JOHN BARRETT



## SESSION SUMMARY:

In this video, John Barrett emphasizes the crucial distinction between hearing and listening in the context of leadership and communication. He points out that while many people equate communication with speaking, it is equally about listening. Barrett explains that communication is a two-way process involving both speaking and listening and that effective communication requires active engagement from both parties. He differentiates hearing as a passive physical act of receiving sound, whereas listening involves the brain and heart, requiring the full presence and emotional engagement to truly understand not just the words but the meaning and emotions behind them. Barrett challenges leaders to improve their listening skills to better connect with their teams and to understand the underlying issues that may not be immediately apparent.

## GROUP QUESTIONS:

1. What are some common misconceptions about communication that you have encountered?
2. Can you share a time when you felt truly listened to? How did that make you feel?
3. How does the distinction between hearing and listening apply to our relationships with co-workers?
4. What are some barriers that prevent us from listening effectively, and how can we overcome them?
5. How can we practice being fully present when someone is speaking to us?
6. In what ways can listening more attentively improve our leadership and influence?
7. How can we ensure that we are not just waiting for our turn to speak, but are genuinely engaged with the speaker?
8. What steps can we take to listen for what is not being said, as well as what is being articulated?

## APPLICATION:

This week, challenge yourself to become a better listener. In each conversation, make a conscious effort to fully engage with the speaker. Try to understand not just the words, but the emotions and motives behind them. After conversations, reflect on what you've heard and consider how you can respond in a way that shows you have truly listened.