5. Empathetic Listening	WITHIN THE OTHER'S FRAME OF REFERENCE
4. Attentive Listening	
3. Selective Listening	WITHIN ONE'S OWN FRAME OF REFERENCE
2. Pretend Listening (Patronizing)	
1. Ignoring	

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Developed from <u>The 8th Habit</u> by Stephen R. Covey. Free Press: New York, 2004.

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