

## Cadillac of Listening: Helping Youth Feel Safe, Seen, & Heard

### **Levels of Listening:**

- 1. Ignoring** – Being physically present, but doing very little to engage with the other person.
- 2. Pretending** – Using filler words (Yeah, Oh Ok, Mhmm) or nodding your head without listening to what they're saying.
- 3. Selective** (or opportunistic listening) – Tuning in and out of conversation, hearing only bits and pieces. Ripe for misunderstanding due to not hearing all the conversation.  
Listening for what we want to respond to.
- 4. Active** – Engaging, leaning in, and paraphrasing.
- 5. Cadillac = Intentional & Empathetic**– Listening with ears and heart, while bringing forward the practices of attentive listening. Being curious about what the person might not be sharing and why.

### **Goal of listening is for the other to .....**

- Feel safe
- Feel seen
- Feel heard

### **Reflections:**

1. Do I ignore or pretend to listen to my students? If so, when do I tend to “tune them out”? Is it when I'm tired, stressed, thinking “not this again”, etc.?
2. Ask yourself, how am I .....
  - Leaning in (showing interest)
  - Carving out time
  - Showing that each student is a priority for you

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**Resources**

**Videos:**

- [Cadillac of Listening: Helping Youth Feel Safe, Seen & Heard by Danae Riggs](#)
- [Six Ways to Be a Better Listener: Greater Good Science Center](#)

**Hand Outs:**

- [Active Listening 101](#)

**Books:**

- [How to Talk So Teens Will Listen and Listen So Teens Will Talk](#)

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