



THE ART OF REFRAMING

Providing real methods for improving your ability to communicate

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UH MANOA – REQUIRED COURSE FOR CERTIFICATE IN COMMUNICATION

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The 7 Levels of Listening



LEVEL 1



Not paying attention to or
ignoring the other person's
communications.

NOT LISTENING

LEVEL 2



Acting like or giving the impression that you are paying attention to another person's communications, but not really paying attention to that individual.

PRETEND LISTENING

LEVEL 3



Only focusing on part of the other person's communication or only giving it your divided attention.

PARTIALLY LISTENING

LEVEL 4



Giving the other person
your undivided
attention to his or her
communication.

FOCUSED LISTENING

LEVEL 5

Going beyond just paying attention
by really trying to understand what
the other person is communicating.

INTERPRETIVE LISTENING



LEVEL 6



Being involved in the communications by asking clarifying questions or acknowledging understanding of the communication.

INTERACTIVE LISTENING

LEVEL 7

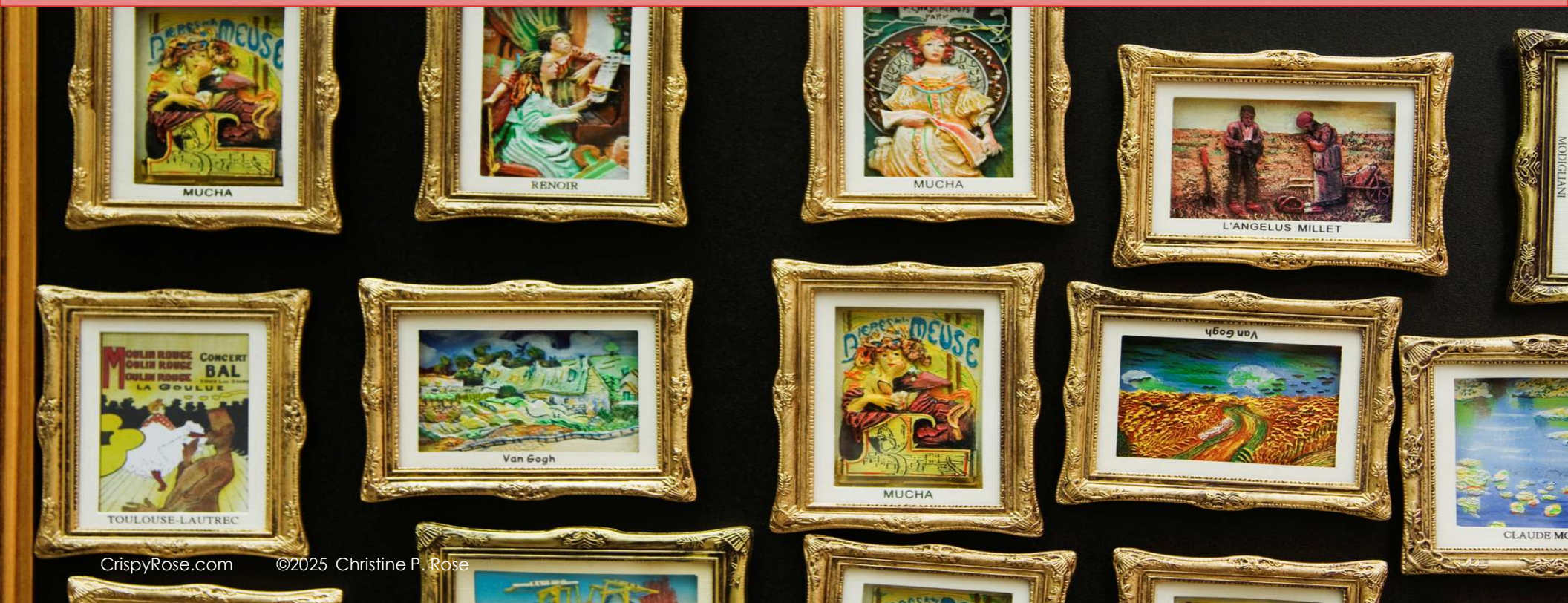


Being fully engaged in communications involves listening to the other person's views, feelings, interpretations, values, etc., concerning the communication and sharing yours as well with the other person(s). In engaged listening, both parties are given the opportunity to fully express their views, feelings, and ideas.

ENGAGED LISTENING



PICK A FRAME, ANY FRAME



Anonymous Example 1

George is afraid that training you on how he does his job means he's going to lose his job soon, so he behaves badly toward you, including refusing to tell you certain things, leaving processes out and passively-aggressively smiling to your face whilst bad-mouthing you when you're not around.

Is George a jerk?

How does thinking he is define your attitude toward him?

What if...? 

Anonymous Example 1

What if George:

- Is the father of eight children
- Is the sole income for his household
- Cares for his elderly parents
- Has heard rumors about layoffs
- Hasn't been told anything by his supervisors
- Is deathly afraid of putting his family out on the streets if he loses his job?

Is George just a scared dad and husband?

How does thinking he is define your attitude toward him?

Reframe George or, more specifically, where he's coming from.



**Exercise:
Do You See
What I See?**

You
have 30
seconds.

Write
down
the very
first thing
you saw
or
noticed
about
this
picture.

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STOP.

SHARE.

COMPARE.

Exercise: Do You See What I See?

As-Is

Doesn't listen

Cut you off on
the freeway

Barks orders at
you like a drill
sergeant

Reframed

Is overwhelmed

Just got a phone
call that his wife
was in a car
accident

Was told if she
didn't make
sales goals she'd
lose her job




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THE SECRET IS:

It's okay to make something up in your mind that:

- a) helps you to treat a person better than you would if you were framing them negatively, and
- b) helps you uncover at least part of their motivation for acting the way they are.



This applies regardless whether it's motivated by individuals (like the coworker who's always rude to you) or by situations (you don't know if you'll have your job by this time next week because you've found out your employer is losing a lot of money and may go out of business).

Reframe the situation to a more positive light. Reframe the person to a more positive light. In other words:

IF THE FRAME IS FUGLY, PICK A NEW FRAME

It's free!