

5 LEVELS OF COMMUNICATION™

What Level Is YOUR Team?



LEVEL 5 AUTHENTIC

- High level of trust and safety
- Ideas are expressed without fear
- Knowledge is transferred freely
- Ideas are listened to and evaluated objectively
- Lack of defensiveness and private agendas



LEVEL 4 GUARDED

- Ideas are exchanged but resistance is possible
- Established negative behaviors are expected
- Listener may seek to win rather than understand
- Risks may be taken occasionally



LEVEL 3 TRANSACTIONAL

- Most communication is about facts rather than ideas
- Frequent one-way communication
- Difficult conversations are usually avoided
- Lip service, but no real attempt to understand



LEVEL 2 INEFFECTIVE

- Misunderstandings occur
- Information is sometimes withheld
- Occasional confrontations or conflict
- Heavy reliance on email and text



LEVEL 1 DESTRUCTIVE

- Communication is designed to CYA or win
- May be passive / aggressive
- Possible dishonesty or lying
- Dread of interacting with someone
- Exclusive reliance on email and text