



4 Stages of learning

Real learning happens when the desired outcome of the training actually manifests itself in the performance of your activities or of the way you behave.

Stage 1. Unconscious Incompetence.

I'm sure that there have been times when you have said, wow I didn't know. It is where you become aware of something you didn't know. The technical language for this stage of learning is referred to as unconscious and incompetent. In other words, you don't know what you don't know or, as one enterprising friend said, I don't know what I suck at.

Stage 2) Conscious Incompetence.

When my friend reached The 2nd stage is he said, 'now I know what I suck at'. Again, the technical language for this stage is Conscious but Incompetent. It is when you know what you need to do to ride a bike, but you need trainer wheels to keep you upright.

Bye the way, the progression for stage 2 to 3 is when most people give up because it brings back memories and feels of past failures, embarrassment and even humiliation. We provide you with an opportunity so that won't happen.

Stage 3) Conscious Competence.

You are making progress and getting better every day. The training wheels are off, but you still have to think about what you're doing. You're awkward and unsteady, but you're getting there. Becoming more confident and competent with every passing day.



And so the gradual climb to the 4th stage.

Stage 4) Unconscious Competence.

Now you're cooking. You're an expert, even doing tricks. Your ability to ride the bike has been internalised. It is now automatic.

Riding a bike, driving a car or putting new listening skills into practice all must go through the same 4 stages.

Riding a bike is a skill that you never lose. Even years later you can jump on a pushbike and, perhaps with a few wobbles you're off again.

Your skills are a part of your new behaviour, and you use them without having to think about it.

There is a 5th stage where you're so experienced, so knowledgeable that you become the coach of the Olympic cycling team, the swimming team the elite football teams or leading business executives.

Ok, I hear you asking what this has to do with Mindful Listening and living a joyful life?



Think about all of the lectures have you heard, the seminars, training events you attended. How much of what you learned has become a part of your everyday behaviour?

I have been using these listening skills for more than 26 years, and they will always be part of who I am.

The big problem with any educational and training program is audience retention. Particularly with listening skills, it is almost impossible for participants to progress through the stages of competence in a one, two or even a 5-day course.

We have designed the self-paced Mindful Listening Course so you can

Understand when, where, why, and how interpersonal communication breaks down

Progress through each of the 4 stages of learning at your own pace.

Have access to the course for life so you can always go back and refresh the skills.

Have a friend or spouse do the course with you

Join a private group of fellow participants

We show you the skill and show you how and when to use it.