



Active Listening

Duration 3 Days

Introduction

Active listening is a means for allowing and encouraging a person to freely communicate his/her needs and opinions. By attempting to understand the other person's point of view, you build and establish trust.

Like any new skill, you may feel clumsy, self-conscious and artificial when you first use it. But the more you practice the better and more comfortable you will get.

Who Should Attend

- This course is intended for managers and supervisors who want to improve their listening skills.

Course Objectives

Upon completion this program Participants will be able to:

- ↳ Avoid misunderstandings by identifying barriers to effective listening with customers, co-workers and others.
- ↳ Improve productivity by practicing strategies to overcome listening barriers.
- ↳ Understand others better by practicing the use of listening tools.
- ↳ Improve communication with others by using feedback tools.

Course Outlines:

1. Introduction

- 1.1. Some Important Objectives for the Reader
- 1.2. The Business of Listening

2. Why Should You (or Anyone) Listen?

- 2.1. What's In It For Me?
- 2.2. Asleep at the Switch: The Costs of Lazy Listening
- 2.3. Fifty Good Reasons to Become a Better Listener
- 2.4. The Joy of Small Change

3. Four Key Elements of Good Listening

- 3.1. Key Element 1 Hear the Message
- 3.2. Key Element 2 Accurately Interpret the Speaker's Message
- 3.3. Key Element 3 Conscientiously Evaluate the Message
- 3.4. Key Element 4 Respond Responsibly

4. Your Listening Style—A Barrier or a Bridge?

- 4.1. Barriers to Communication
- 4.2. Bridges to Communication

5. How Well Do You Listen?

- 5.1. A Listening Attitude: Your Key to Success
- 5.2. Personal Listening Inventory
- 5.3. Your Listening Qualities: An Awareness Exercise
- 5.4. How To Stomp Bad Listening Habits



6. Ten Tips For Tip Top Listening

- 6.1. Take Notes
- 6.2. Listen Now, Report Later
- 6.3. Learn to Want to Listen
- 6.4. Be Present
- 6.5. Anticipate Excellence
- 6.6. Become a “Whole-Body” Listener
- 6.7. Build Rapport by Pacing the Speaker
- 6.8. Control Your Emotional “Hot buttons”
- 6.9. Control Distractions
- 6.10. Give the Gift of Listening

7. Summary Points To Remember

- 7.1. Summary
- 7.2. Personal Action Plan