

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

- ↪ 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:

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

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