

Active Listening

COURSE OVERVIEW

Active listening encompasses the best of communication, including listening to what others are saying, processing the information, and responding to it in order to clarify and elicit more information.

KEY SUBJECT AREAS

- Defining active listening.
- Body language basics.
- Attitude is everything!
- Encouraging conversation.
- Building relationships.
- Getting over listening roadblocks.

LEARNING OUTCOMES

- Define active listening and its key components.
- Identify ways to become a better listener.
- Use body language to reflect a positive listening attitude.
- Understand the difference between sympathy and empathy, and when each is appropriate.
- Create a listening mindset using framing, positive intent, and focus.
- Be genuine in your communications.
- Understand the communication process.
- Ask questions, probe for information, and use paraphrasing techniques.
- Build relationships to create an authentic communication experience.
- Identify common listening problems and solutions.

Communication skills are at the heart of everything we do each day, whether at home, at work, or at play.

Duration: 1 Day

Unique features

The Active Listening Workshop is designed to meet current market trends.

- Professional facilitators use the most up to date accelerated learning techniques.
- An interactive, relaxed atmosphere with real world examples.
- Modern presentation methods using audio and visual presentations.

Who should attend?

Anyone who wants to improve their communication with others by developing and practicing their active listening skills.

Includes...

- Resource material & workbook.
- Training 101 Certificate

Contact us for more information
or to register on a workshop:

P: 0800 801 233