

Business Learning



SOLUTIONS

Listening Skills

Description of Course

Listening is perhaps one of the most important skills used when communicating with others. By developing a reputation of being a good listener an individual can transform his/her life in many dimensions. This course aims to help delegates master the art of listening in professional and personal settings.

Course Objectives

By the end of this course delegates will be able to:

- Appreciate the critical importance of listening and learn the secret to good communication skills
- Identify key reasons why we can fail to listen effectively
- Use Active Listening techniques to establish rapport and leave a positive impression

Duration of Course

Half day

Course Outline

Why are Listening Skills Important?

Participants discuss why good listening skills are so important.

Hearing & Listening

We consider the difference between hearing and listening

Sweet Tasty Orange

A lively activity to help demonstrate some of the key reasons why we can fail to listen effectively

Active Listening

- What are the different listening styles?
- What is active and empathic listening?
- How can we use these types of listening to establish rapport?

Simple Listening Technique

Participants are provided with a simple and effective approach to effective listening.

Types of Information

This builds on the simple listening technique by considering the three types of information we will hear if we listen effectively.

Listening Activity

Participants pair up and are given the opportunity to practice the simple listening technique and receive and provide feedback to each other.