

Effective Listening Skills

Course Objectives

Successful completion of this course will increase your ability to:

- Describe the importance of listening
- Identify barriers to listening well
- Implement the steps of active listening
- Uncover hidden messages
- Listen in emotional situations
- Increase information flow to enhance productivity and teamwork

How You Will Benefit

Listening is the cornerstone of communication. Effective listening makes the person speaking feel valued, prevents miscommunication, speeds productivity, and creates more active forums of discussion. But listening goes beyond just hearing. From reading body language and facial expressions, to discerning emotions to accurately processing messages, listening involves a high level of observation, empathy and analysis. Yet most of us unknowingly fail to listen. So how can we improve our basic attention and retention?

This course will help you improve your listening skills by helping you discern hidden messages, kick distracted tendencies, listen in emotional situations or groups, and increase information flow to enhance productivity. As a result, you will receive messages clearly, build rapport with colleagues, avoid mistakes as a result of miscommunication, and create a more positive work environment.

Key Topics Covered

This course explores the following subjects in depth:

- Understanding the difference between effective and ineffective listeners
- How to prepare physically and mentally for listening
- How to fulfill listening steps: ready, receive, review, respond, remember
- Perfecting questioning techniques
- Uncovering hidden messages by comparing body language and words

What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts through role-play
- Thorough set of materials: Participant Guide and one-page RM Desk Reference

Length of Course

1 day

Audience

General Staff

RESOLUTION
MANAGEMENT

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