

Active Listening

OVERVIEW

Listening is one of the most important skills you can have in the business world today, regardless of your position. True, effective communication is about more than two or more people talking together. Listening and understanding the underlying meaning (not just the spoken words) requires specific skills and attention. In some cases, what is not said may be more important than what is said, so tuning in to the meaning of nonverbal communication is critical to building productive working relationships. This program will save you time, frustration and even money as you navigate the world of powerful active listening.

LEARNING OBJECTIVES

- Identify the fundamentals of listening
- Examine active listening and factors that affect listening
- Understand actions needed to encourage effective listening
- Recognize barriers to active listening
- Associate nonverbal communication with active listening
- Connect the relationship between questioning skills and communication

COURSE HIGHLIGHTS

Fundamentals of active listening

- Uncovering the qualities that make someone a good listener
- Understand what gets in the way of good listening to avoid non-listening traps
- How good are you at listening?
- Discover your listening prowess
- 4 steps to becoming a more powerful and active listener
- Actions to encourage you to be an active listener
- Discovering your own communication skill set
- Identifying the actions that encourage active listening
- How to show that you are listening

Interactive listening and nonverbal communication

- Why you need to add interactive listening to your communication skill set
- Providing feedback to the speaker
- 5 important techniques to use for powerful and effective interactive listening
- The 6 keys to effective listening when the environment is a challenge
- How to listen between the lines to really hear the speaker's message
- 10 effective communication strategies to improve your communication skills

Awareness of nonverbal communication

- Why it's important to be aware of nonverbal communication
- The components of nonverbal communication
- 3 main nonverbal communication signals that a listener and speaker should be aware of

Getting the information you need ... more quickly

- Understanding the 3 primary purposes of questions
- Important considerations to keep in mind when asking questions
- Uncovering the 3 types and levels of questions
- How to know which type of question to ask
- Putting it all together—How to focus on the skills needed to be an effective listener and communicator

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)