

# Listen, Learn, & Earn

Do you multitask while your colleagues are talking?

Do you jump in with your opinion before the speaker has finished?

Do you hear the underlying message your teammate is conveying?

A common management complaint is that no one is listening. Good listening is a learned behavior and a critical requirement for earning people's trust, respect, and business.

## **Learning Outcomes**

*Participants who complete this program will be better able to...*

- Thoroughly evaluate their personal listening strengths and weaknesses
- Employ good listening skills to increase credibility, trust, and learning, both inside and outside the office
- Assess listening situations and apply the appropriate listening approach for maximum impact

## **Content:**

1. Four-Step Listening Model
2. Minimize Internal and External Barriers to Listening
3. Listening Strategies
4. Questioning Techniques
5. Final Project: Putting the Pieces Together

## **Materials:**

customized workbook, *Listen Up! The Most Used, Most Abused, Least Taught Communication Skill* "mini" book by Marjorie Brody, Communication Planning Guide, and Learning Capture Worksheet