



Art of Listening

Program Overview:

No matter what your position or level, successful performance requires being able to communicate effectively with others. Those interactions may be with colleagues or customers, managers or direct reports. This workshop builds and strengthens those skills – and relationships – by focusing on the most powerful and inexpensive productivity tool available: active listening.

Participants will develop greater awareness and mastery of how to transform their communication interactions through several powerful skills and a more strategic approach to listening. This lively class employs a variety of assessments, demonstrations, tools, practice exercises, and job-related applications.

Target Audience:

Individuals and teams who would like to improve their listening skills

Number of Participants: 15 maximum

Program Length: 1/2 day

Learning Outcomes:

As a result of this training program, participants will be able to:

- Identify their personal strengths and developmental needs in listening.
- Recognize common behaviors that stop effective communication in its tracks.
- Apply key listening behaviors that promote understanding and rapport.
- Define the three purposes of listening and how to choose the most appropriate approach.



Pre Work: Complete Personal Listening Profile

Course Outline:

1. Review the Personal Listening Profile
2. Recognize Barriers to Effective Listening
3. Develop Appropriate Listening Strategies - Information
 - Using the discerning approach
 - Using the comprehensive approach
 - Using the evaluative approach
 - Participant project: Participants conduct role plays to practice using the techniques covered in this module
4. Develop Appropriate Listening Strategies - Feeling
 - Using the appreciative approach
 - Using the empathic approach
 - Participant Project: Participants conduct role plays to practice using the techniques covered in this module
5. Personal Development Plan

Materials Include:

Participant manual, personal listening assessments

Course Tailoring:

This program can be tailored to meet specific corporate and participant needs, including the following:

- Inclusion of company or team-specific discussion topics and examples
- Realignment of course content to better support your critical learning outcomes
- Adjustment of course duration to meet your time constraints