

The Art of Listening

Our success depends on earning peoples' trust, respect, and business. Nothing moves forward until we have relationships based on credibility and rapport. Good listening skills are an essential ingredient on the path to building such relationships.

The art of listening, and asking questions to promote understanding, are the “forgotten” skills at the heart of powerful communications and relationships.

This dynamic, interactive BRODY program includes an easy-to-remember process for application, demonstrations, a variety of useful tools, and eye-opening (or should we say ear-opening) practice exercises.

Learning Outcomes:

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

- Use good listening skills to increase credibility, trust, and learning
- Identify their personal strengths and developmental needs in listening
- Recognize common behaviors that stop effective communication
- Apply key listening behaviors that promote understanding and build rapport
- Choose the most appropriate listening approach for every situation
- Ask questions to increase comprehension and connection

Content:

1. Review the four steps to listening and overall communication
2. Strategies to minimize and overcome listening barriers
3. Learn five listening strategies and appropriate uses of each
4. Questioning techniques to connect and gain insight
5. Practice listening and probing to promote mutual understanding

Materials: customized workbook, *Listen Up! The Most Used, Most Abused, Least Taught Communication Skill* “mini” book by Marjorie Brody