

Active Listening Skills

Listening is the performance of an action – hearing. How accurately we hear takes skill. When performed effectively, listening is highly rewarding: improving relationships, decision making and others' views about you. This event explores the knowledge, attitudes, and skills you need to become more effective in listening. You will:



- Examine the listening process
- Assess your listening strengths and needs
- Develop effective listening techniques and strategies
- Identify non supportive listening attitudes and behaviours
- Harness and apply the power of listening

Who Will Benefit?

Anyone seeking to improve their information gathering and rapport building skills to enhance their overall communication accuracy

Course Outline

- Getting and staying focused
- Hearing what others are not saying
- Listening to difficult people
- Examining misconceptions about listening
- Increasing your concentration
- Making the most of the speech/thought gap
- Benefiting from selective silence
- Identifying your preferred listening style
- Appreciating the speaker/listener relationship
- Uncovering hidden/dangerous assumptions
- 'Listening to understand' versus 'listening to reply'
- Recognising your "hot" buttons

Duration

1 Day



Contact Us:

Mill 3 Unit L4F
Pleasley Vale Business Park
Pleasley
Mansfield
Notts NG19 8RL

T: 01623 811 935 F: 01623 811 957

www.xceedtraining.co.uk