

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 workshop 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

- Active listening exercise to analyse current levels
- 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
- Active listening exercise to analyse the improvements made

## Duration

1/2 Day

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