

Learning to Listen

Course Overview

Organizations have always known that success depends on people communicating effectively, contributing not only to the bottom line but also to a positive performance environment. But successful organizations know that good communication is not just about speaking well. It's about the quality of the connection between the *senders* of the message and the *receivers*. The strongest influence on the quality and outcome of all communications is the ability to *listen effectively*. Only if you listen effectively can you *respond appropriately*.

Learning Objectives

At the conclusion of this workshop participants will be able to:

- Explain the how and why of active listening.
- Show the results of good listening.
- Direct the improvement of listening skills.

Outline

- Discover their "listening approach" or their natural way of listening
- Learn how listening approaches impact listening effectiveness
- Capitalize on their listening strengths
- Explore other listening approaches and their appropriate use in different communication situations
- Develop a willingness to listen actively and positively
- Improve their ability to understand the purpose of different communications and respond appropriately
- Overcome communication barriers
- Increase trust and reduce conflict
- Enhance individual and team performance
- Foster a positive listening environment