

# Developing Effective Listening Skills

In any workplace, problems can arise that are often attributed to attitude, motivation, morale, or communication problems. Often, the root cause of these problems can be directly linked to poor listening skills. This interactive workshop will explore barriers to effective listening and tips for improving the quality of communications in any setting. Participants will also learn about their personal listening profile and the steps that they should consider to make themselves better listeners.

**Hours: 8 a.m. – 4 p.m.**

**Length: 1 day**

## **Course Objectives:**

### **Students will:**

- Identify their current listening strengths and weaknesses
- Be able to outline an action plan to improve their listening skills
- Recognize and remove barriers to effective listening.

## **Who Should Attend:**

Any executive, manager or colleague interested in improving his or her listening skills.

## **Related Seminars:**

- Coaching for Superior Performance
- Essential Skills for the Modern Supervisor
- Essential Skills for the Modern Manager



## Seminar Content

### **Determining Your Listening Profile**

- Administering the Listening Profile Instrument

### **How People Listen**

- Passive Listening
- Selective Listening
- Attentive Listening
- Active Listening

### **The Three Stages of the Listening Process**

- Stage 1 – Receiving
- Stage 2 – Processing
- Stage 2 – Responding

### **Active Listening**

- The Components of Communication
- Practicing Active Listening

### **Verifying That True Listening Has Occurred**

### **Barriers to Good Listening**

- Poor Eye Contact
- Unfavorable Facial Expressions
- Unwelcoming Posture
- Too Much Movement
- Voice
- Non-empathetic Modes of Listening

### **The Seven Listening Tips**