PROFESSIONAL DEVELOPMENT TRAINING

Active Listening Training - The secret of great communicators! - 3hours

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

Active listening is the key to effective communication as it requires a real two-way exchange of information between two or more people. There is a big difference between "hearing" someone speak and "listening with intent", so once you start using the active listening techniques taught in this course you'll experience better results in your relationships both at home and in the workplace.

The PD Training Active Listening training course teaches you crucial skills like how to how to listen attentively, how to show real interest, how to understand what you've heard and how to respond appropriately. This course touches on body language as well as specific types of questioning techniques. After learning and implementing these techniques you will become a more effective communicator in all situations.

PD Training's half-day Active Listening Training course is available now in Brisbane, Sydney, Melbourne, Adelaide, Canberra, Parramatta and Perth or can be customised and delivered at your chosen location.

What You'll Gain:

Effective listening is actively absorbing the information given to you by a speaker and using specific techniques that show you are not only listening but keenly interested is what is being said, while also providing feedback to the speaker so that he or she knows the message was received.

This fun and interactive **Active Listening Skills Training Program** will provide you with the practical skills and knowledge that will transform your personal and professional interactions and lead to more rewarding and meaningful communication.

Outcomes

In this course participants will learn to:

- Engage more effectively through actively listening
- Understand the difference between ‘hearing’ and ‘listening’
- Learn the techniques to listen actively
- Increase their awareness of communication behaviours
- Understand how emotions effect their ability to listen
- Learn to paraphrase and restate for clarification
- Be able to manage and encourage constructive collaboration

Modules

Lesson 1: Getting Started
- Pre-Assignment Review
- Workshop Objectives
- Action Plans

Lesson 2: How Well Do You Actively Listen?
- Group Activity

Lesson 3: What Affects Listening?
- What Affects Listening?
- Things That Prevent Us From Listening
- Listen – Really Listen – Using Minimal Encouragers
- Why Use Minimal Encouragers?

Lesson 4: Determine Your Communication Behaviours
- REACH and Communication Styles
- Step 1: Increase your awareness and adaptability
- Step 2: Adapt your approach

Lesson 5: Verbal Communication Skills
- Listening and Hearing; They Aren’t The Same Thing
- Focused Listening
- Asking Questions
- Open Questions
- Closed Questions
- Clarifying Questions
- Body Language

Lesson 6: High Emotion - Low Intelligence
- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Manage Emotions

Lesson 7: Tips and Tricks to Manage a Brainstorming Environment
- Tips and Tricks

Lesson 8: Wrapping Up
- Words from the Wise
- Action Plans

Talk to our expert team

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