PROFESSIONAL DEVELOPMENT TRAINING

Active Listening Training - The Secret of Great Communicators!

09 884 0762

REQUEST QUOTE

0.5 DAY COURSE

Active listening is the key to effective communication and communication is the key to success.

The PD Training Active Listening training course teaches you how to listen attentively, understand what you've heard and how to respond appropriately. Using these techniques you will become a more effective communicator in all situations.

This professional development training course is available now in Auckland, Christchurch or Wellington.

Please click on the Public Class tab below to view our Active Listening Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

What You'll Gain:

Effective listening requires you to actively be absorbing the information given to you by a speaker, showing that you are listening and interested and providing feedback to the speaker so that he or she knows the message was properly received.

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

Outcomes

In this course participants will:

- Engage more effectively through active listening
- Understand the difference between 'hearing' and 'listening'
- Learn the techniques to listen proactively
- 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

Phone: 09 884 0762

Email: enquiries@pdtraining.co.nz