

Active Listening

Program Snapshot

It is interesting to note that listening is the first learnt, the most used, and the least taught skill; whereas writing is the last learnt, least used, and the most taught. With that in mind, if we reflect on our years in education - from primary school through university, we'll gather that there was never a dedicated course offered to us in listening. It is strange, but true. Our interactive training program on Active Listening Skills will provide participants with practical skills & knowledge that will transform their personal & professional interactions into more impactful communication. They will

- Understand the listening process in context to facilitating effective interactions with others in small/large groups
- Reflect on their own barriers to listening and practice skills and behaviours to overcome them
- Increase their awareness of how state-of-mind impacts the quality of listening to identify and confirm what is going on in the other person's world
- Understand how to discern the deeper meaning behind the other person's communication, which includes listening beyond the words for both spoken and unspoken messages
- Enhance their ability to summarize the conversation and confirm next steps
- Recognize the core issues, needs and concerns of people they are interacting with to have meaningful conversations and fruitful relationships

For Levels

Managers / Team Leaders / Supervisors / Executives / Operation Team / Sales Team / BD Team / Customer Service Team / Inter-departmental Team working together

Duration

1 day

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