

PROGRAM OVERVIEW AND OBJECTIVE



Being an effective communicator takes real skill. Communication skills have to be developed, practiced and improved on an on-going basis; they are the heart of interpersonal skills. As important as it is to speak, it is often more important to listen. **FACT!** There is very little listening in our society. What listening has become is (most of the time) waiting for YOUR turn to speak – instead of truly giving the gift of generous listening. This course will teach you the amazing technique of how to use generous and empathetic listening to understand what it really being said and what it

is like to understand the other person's point of view.

In this program, we look at the dynamics and mechanics of effective listening in the workplace, with the intent to provide the essential listening skills individuals need to build relationships and create positive results.

STRATEGY AND AGENDA

Participants in this workshop will learn the essentials of effective, generous listening. Specifically, the participants will explore best practices for:

- Determine the impact of effective listening skills
- Learn the factors which enhance or detract from listening
- Identify bad listening habits
- Build rapport through generous listening skills
- Learn other various responding skills:
 - Active Listening
 - Empathetic Listening
- Devise action plan for improving and implementing individual listening skills

LENGTH OF SESSION:

Varies from 90 minutes to half day

CLASS SIZE:

Maximum class size is up to 16 participants per session.