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**silicon
beach**
TRAINING

Active Listening Skills

Duration: 1 day

Prerequisites

There are no prerequisites for this course

This Active Listening Skills training course will give participants a range of techniques which they can use to improve their ability to listen.

To listen, really listen is a difficult thing to do. Frequently, we hear what someone is saying without giving it our full attention and without fully understanding what has been said.

Objectives

After this Active Listening Skills training course, delegates will:

- Be able to analyse and have an increased understanding of the techniques of effective listening
- Discuss the skills of communication and focus on the art of listening

Course Content

Self Appraisal:

- Identify a range of verbal and nonverbal factors which affect others
- Examine current work relationships and identify problem areas
- Explore and satisfy individual needs; personal barriers

Conversation Openers:

- The first impression
- The importance of the initial stages of conversation
- How a lack of listening at this stage can prove to be damaging

Passive Listening:

- The use of eyes and acknowledgement tools
- Learning to be controlled when confronted with a passive listener
- The tendency to over-compensate with unneeded phrases and words
- Holding the listener's gaze

Acknowledgement Responses:

- Appropriate expressions and kinetics
- Paralinguistic
- Supportive acknowledgement responses
- Keeping the speaker at ease

continued...

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Related Courses

Communication Skills: 1 day

Assertiveness & Confidence Building: 2 days

Facilitation Skills: 2 days

Time Management: 1 day

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Active Listening Skills (continued)

Duration: 1 day

Prerequisites

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Communication Breakdown:

- Background interference
- How misunderstandings, misconceptions and poor judgment are the probable outcome of interference
- Judgmental interference
- Critical responses

Active Listening:

- Reflective listening rephrasing pertinent points and returning them to the speaker
- Using reflective listening in conjunction with passive listening and acknowledgement responses
- The prevention of misunderstanding

Listening Skills:

- The essence of communication in listening
- Reading and understanding
- The fundamental advantage of reflective listening

Practical Application At Work:

- How to apply a listening style
- Participants agree upon methods of implementation and discuss their own strengths and weaknesses as listeners

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