

Active Listening Skills Training

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

Objective

After this Listening Skills training course, attendees 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
- Apply their new skills actively in the working environment

Details

Duration: 1 Day

Who is this course for

People looking to improve their communication skills at work through developing their listening skills. This course is suitable for anybody including senior managers who want to improve employee relationships.

Course Content

An Introduction to Active Listening Skills

- Overview of Active Listening
- Importance of Active Listening Skills

Stages for Active listening Skills

- Listen Attentively but Relaxed
- Keep your Mind Open to Listening
- Pause Before Responding
- Ask Question for Clarification Anything
- Explain in Brief of your Wording
- Feel Same What the Speaker Feels

How to Improve your Active Listening Skills?

- Make Eye Contact and Face the Speaker
- Listen Properly and Show to the Speaker that you are Interested
- Provide Feedback
- Do not Interrupt the Speaker
- Try to Make a Conversation in Front of the Mirror
- Listen and Make a Virtualisation Picture

Benefits of Active Listening Skills

- The Motive of Conversation
- Understand the Successful Conversation
- Save Time and Money
- Build a Good and Strong Network with the Speaker
- Reduces the Stress Level
- Engagement and Motivation
- Teaching Skills Add-ons
- Problem-Solving or Handling Issues

Outcomes of Active listening

- Person Feel you are Interested in Listening
- Increased Self-Confidence and Understanding
- Clarifying Misunderstanding