

Active Listening Skills

Course outline

Provided by: Performance Management Consultants – PMC Training



Reference no.	100-16
Duration	1.00 day(s) 6:00 hours ¹
Website link	https://pmctraining.com/training/active-listening-skills/

Techniques to Achieve Personal and Organizational Success

As workplaces become busier, and organizational change becomes the norm, the art of effective listening becomes all the more valuable. Good listeners find themselves involved in interesting work, healthy working relationships and long term career success. This is no coincidence. Effective listening skills are a large part of personal success in the workplace.

The difference between hearing someone and listening to someone is enormous. Making colleagues feel that you are truly understanding not only their words but their personal point of view can change office dynamics in a profound way. Active listening has a way of making those you are communicating with feel valued and understood.

In this highly interactive workshop participants can expect to not only learn the theory behind active listening but also to engage in participatory exercises and activities to practice the learned skill of active listening.

Learning outcomes

- Listen to others empathically
- Be able to use active listening skills to achieve personal and organizational success
- Improve working and personal relationships
- Model proactive listening skills for others to emulate
- Understand your old listening tendencies and implement more effective active listening patterns

Workshop topics

- Defining the True Meaning of Active Listening
- Hearing vs Listening – Knowing the Difference
- Typical Patterns of Communication; Where is it Going Wrong?
- The Impact of our Listening Skills on our Personal and Professional Relationships

¹ The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- Overcoming Barriers
- The 5 Steps of the Listening Process
- The 7 Skills of Active Listening - Proactive vs. Passive
- The Difference Between Sympathy & Empathy
- 4 Business Advantages to Practicing Empathy
- Heart vs Head: Shaping your Language
- Releasing Judgment and Agendas
- Establishing new Habits when Listening

Prerequisites

There are no prerequisites for this course.

Who should attend this course?

Anyone who wants to improve their ability to understand and communicate more effectively with others.