

## ACTIVE LISTENING TRAINING

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Active Listening



**COURSE LENGTH: 0.5 DAYS**

Active listening helps in gaining better understanding, giving better responses and building rapport that will help you in making better decisions and judgments. Learn how you can develop your active listening skills by attending PD Training's Active Listening Training Course.

This course covers the following: what active listening is, the differences between 'hearing' and 'listening', how to develop the ability to actively listen, how your emotions affect the ability to listen and communicate, the importance of active listening for a productive brainstorming and much more.

This comprehensive training course is now available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

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## ACTIVE LISTENING TRAINING COURSE OUTLINE

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### FOREWORD

Effective listening is actively absorbing the information shared with you by a speaker and showing that you are listening and interested in the conversation. Active listening also helps you to provide appropriate feedback to the speaker so that s/he knows that the message was well received.

This fun and interactive **Active Listening Skills Training Program** provides practical skills and knowledge that will transform your personal and professional interactions, and lead to more rewarding and meaningful communications.

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### OUTCOMES

**By the end of this training course, participants will:**

- Test your ability to actively listen
  - Identify the difference between 'hearing' and 'listening'
  - Determine active listening principles
  - Identify your own communication behaviors
  - Understand how your emotions effect the ability to listen and communicate
  - Understand the use of 'minimal encouragers'
  - Learn to paraphrase and restate for clarification
  - Practice active listening skills
  - Manage an encouraging and productive brainstorming environment
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### MODULES

#### Lesson 1: Getting Started

- Pre-Assignment Review
- Workshop Objectives
- Action Plans

#### Lesson 2: How Well Do You Actively Listen?

- Group Activity

#### Lesson 3: What Affects Listening?

- What Affects Listening?
- Things That Prevent Us From Listening
- Listen – Really Listen – Using Minimal Encouragers
- Why Use Minimal Encouragers?

#### Lesson 4: Determine Your Communication Behaviours

- REACH and Communication Styles
- Step 1: Increase your awareness and adaptability
- Step 2: Adapt your approach

#### Lesson 5: Verbal Communication Skills

- Listening and Hearing; They Aren't The Same Thing

#### Lesson 6: High Emotion - Low Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking

- Focused Listening
- Asking Questions
- Open Questions
- Closed Questions
- Clarifying Questions
- Body Language

- Manage Emotions

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### **Lesson 7: Tips and Tricks to Manage a Brainstorming Environment**

- Tips and Tricks

### **Lesson 8: Wrapping Up**

- Words from the Wise
- Action Plans

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### **WEB LINKS**

- [View this course online](#)
- [In-house Training Instant Quote](#)