PROFESSIONAL DEVELOPMENT TRAINING

Active Listening Training

REQUEST QUOTE

0.5 DAY COURSE

Active listening is the key to effective communication as it requires a real two-way exchange of information between two or more people. It 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. Additionally, this course touches on body language as well as specific types of questioning techniques. After learning and implementing these active listening techniques taught in this course, you will become a more effective communicator and experience better results in your relationships at the workplace.

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

Looking for a 3-hour Live Online version of the course? Click Here to View Our 3-Hour Virtual Active Listening Training Courses

What You'll Gain:

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.

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

Lesson 6: High Emotion - Low Intelligence

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

Lesson 7: Tips and Tricks to Manage a Brainstorming Environment

Lesson 8: Wrapping Up

- Words from the Wise

- Tips and Tricks
- Action Plans

Talk to our expert team

Phone:

Email: