



LISTENING SKILLS

Listening, not imitation, may be the sincerest form of flattery." - Joyce Brothers

Listening Skills is a course designed to help you cultivate the ability to listen actively and effectively. Through practice and guided conversation, you will learn to interpret body language, focus attention on the speaker and pick up non-verbal cues. You will also gain an appreciation for the importance of intentional listening and the impact it has on communication. With the knowledge and skills gained in the course, you can apply your newfound ability to any conversation, ultimately fostering meaningful relationships. Your facilitator will provide plenty of practice opportunities to build confidence within a variety of contexts. Participants will learn methods to approach conversations with an open mind and become effective and efficient listeners.

Key Course Content:

- Understand the differences between active and passive listening
- Learn to identify nonverbal cues in communication
- Develop strategies for effective listening
- Acquire the ability to recognise emotions/feelings in conversation
- Develop the skills to ask probing questions and provide feedback
- Understand how different types of listening can affect communication
- Discuss 3 common unconscious barriers to listening
- Learn how to avoid common obstacles to listening
- Neurodiversity considerations
- Increase focus and concentration when listening



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated 1/2-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.