
Listen Like You Mean It

This program focuses on the way people listen and the stages of listening. Without effective listening, miscommunication occurs, which has the ability to escalate challenges to serious problems. Your listening strengths and weaknesses will be examined and the focus of the workshop will be to help you improve your weaknesses and utilize your strengths to become a fantastic listener.

Program Content:

Introduction

- The Value of Effective Listening
- Program Objectives

The Importance of Listening

- Workshop – Hearing a Clear Message
- How Does Listening Make or Break Effective Communication?
- Self Assessment – Determining Your Strengths and Weaknesses
- Corporate Culture and Why We Listen the Way We do at Work
- Workshop – Listen Effectively

Effective Listening

- Steps of Listening
- Three Levels of Listening
- Essential Listening Components

Silent Communication

- Body Language – How Do Others “See” Your Listening Abilities?
- Barriers to Effective Listening

Goals to Improve Your Listening

- Areas of High Priority
- Setting Goals and Timelines
- Measuring Success