



INTERPERSONAL SKILLS

I hear what you're saying

The power of listening

People who can't listen often don't get listened to. The power to listen can achieve more than the ability to talk. Listening to another person shows them the respect that is fundamental to productive working relationships. Showing you want to understand another person's position can help you to resolve the toughest situations and achieve the fairest outcomes. Good listening skills will also ensure that customer needs, wants and expectations are understood and costly errors are avoided. The power to listen is therefore crucial to business success.

Who is the workshop for?

Almost everyone will admit that their listening skills could be better. If you're aware that failure to listen well has led to difficulties in a working relationship, an unhappy customer or an embarrassing social moment, this workshop will help you avoid a repeat!

What can I learn?

- Understand the key elements of effective communication.
- Identify the benefits of effective listening.
- Define the barriers that make it hard to listen, and develop strategies to overcome them.
- Learn how to show others that you are really listening, using verbal and non-verbal techniques.
- Find out how to encourage a speaker to express clearly what they want to say.
- Improve your ability to assess what you hear and identify the most important messages.
- Learn how to read body language and vocal tone.
- Use techniques to help you remember what people tell you, including their name!
- Avoid using questions and comments that show you're making judgements or assumptions.

What can I expect?

A series of activities will enable you to practise key listening skills and techniques. Video will highlight the effects of poor listening and the impact of good listening.