

Active Listening Skills

Listening is one of the most important skills you can have in the business world today, regardless of your position. True, effective communication is about more than two or more people talking together. Listening and understanding the underlying meaning (not just the spoken words) requires specific skills and attention. In some cases, what is not said may be more important than what is said, so tuning in to the meaning of nonverbal communication is critical to building productive working relationships. This program will save you time, frustration and even money as you navigate the world of powerful active listening.

Session 1

Fundamentals of Listening

- Explain the differences between hearing and listening
- Discuss the qualities that make someone a good listener
- Overcome the misconceptions and communication barriers that affect listening

Session 2

The Keys to Active Listening and Effective Communication

- Assess your communication skills and improve them
- Explain how nonverbal communication conveys both intended and unintended messages
- Describe the communication techniques that support active listening

Session 3

Questioning to Get the Information You Need

- Explain the dos and don'ts of asking questions
- Describe the different types of questions and when to use each
- Question others without making them defensive