

Stop Managing and Start Listening

Length: 1/2 Day

Summary: Most people listen at less than a quarter of their capacity. People are overwhelmed with information, pulled in different directions, and have usually not been taught the most essential listening skills. The key to effective listening is wanting to be good at it.

COURSE CONTENT

WHY SHOULD YOU LISTEN?

- What's in it for you?
- Reasons to Become a Better Listener
- The Value of Small Change

KEY ELEMENTS OF GOOD LISTENING

- How to Be a Good Listener
 - Hear the Message
 - Interpret the Message
 - Evaluate the Message
 - Respond to the Message

DETERMINE YOUR COMMUNICATION BEHAVIORS

- Barriers to Communication
- Bridges to Communication
- Listening and Hearing are not the Same Thing
- Ask Questions
- Body Language
- Personality Types

YOUR LISTENING STYLE

- You Are Unique
- The Promoting Style
- The Supporting Style
- The Directive Style
- The Analytical Style