



المركز العالمي للتدريب والتطوير
International Centre For Training & Development



ACTIVE LISTENING Skills



INTERNATIONAL ACCREDITATION ORGANIZATION



UNIVERSITY OF ROCKHAMPTON
MAKING THE DIFFERENCE



Course Introduction:

To listen, really listen is a difficult thing to do. Frequently, we hear what someone is saying without giving it our full attention and without fully understanding what has been said.

Communication breaks down without effective listening skills which is why listening is usually the first place to look when there are problems with communication.

Become a better communicator through a range of techniques to use to improve the ability to listen within your organisation with our Active Listening Skills training course.

Course Objectives:

After this Listening Skills training course, attendees will be able to:

- Analyse and have an increased understanding of the techniques of effective listening
- Discuss the skills of communication and focus on the art of listening
- Apply their new skills actively in the working environment

Who Should Attend?

People looking to improve their communication skills at work through developing their listening skills. This course is suitable for anybody including senior managers who want to improve employee relationships.

Course Outline:

Self Appraisal:

- Identify a Range of Verbal and Non-verbal Factors which Affect Others
- Examine Current Work Relationships and Identify Problem Areas
- Explore and Satisfy Individual Needs; Personal Barriers

Conversation Openers:

- The First Impression
- The Importance of the Initial Stages of Conversation
- How a Lack of Listening at this Stage can Prove to be Damaging

Passive Listening:

- The use of Eyes and Acknowledgement Tools

- Learning to be Controlled when Confronted with a Passive Listener
- The Tendency to Over-compensate with Un-needed Phrases and Words
- Holding the Listener's Gaze

Acknowledgement Responses:

- Appropriate Expressions and Kinetics
- Paralinguistic
- Supportive Acknowledgement Responses
- Keeping the Speaker at Ease

Communication Breakdown:

- Background Interference
- How Misunderstandings, Misconceptions and Poor Judgement are the Probable Outcome of Interference
- Judgemental Interference
- Critical Responses

Active Listening:

- Reflective Listening, Rephrasing Pertinent Points and Returning them to the Speaker
- Using Reflective Listening in Conjunction with Passive Listening and Acknowledgement Responses
- The Prevention of Misunderstanding

Listening Skills:

- The Essence of Communication in Listening
- Reading and Understanding
- The Fundamental Advantage of Reflective Listening

Practical Application At Work:

- How to Apply a Listening Style
- Participants Agree upon Methods of Implementation and Discuss their own Strengths and Weaknesses as Listeners

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session
