

## ACTIVE LISTENING TRAINING-THE SECRET OF GREAT COMMUNICATORS!

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**COURSE LENGTH: 0.5 DAYS**

Active listening, or listening with full attention to the speaker, is an essential part of effective communication skills. It is a skill that can be learned and developed through this interactive training course.

The Active Listening Training Course teaches participants how to listen while absorbing, understanding and showing interest in the topic being discussed. The participants learn the difference between “listening” to and simply “hearing” the speaker. The course also teaches how to be aware of the communication behaviours of both the speaker and the listener.

This comprehensive Active Listening Training course is available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and throughout the UK.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## ACTIVE LISTENING TRAINING-THE SECRET OF GREAT COMMUNICATORS! COURSE OUTLINE

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### FOREWORD

Effective listening is actively absorbing the information given to you by a speaker, showing that you are listening and interested and providing feedback to the speaker so that he or she knows the message was received.

This fun and interactive **Active Listening Skills Training Program** will provide practical skills and knowledge that you will transform your personal and professional interactions and lead to more rewarding and meaningful communication.

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### OUTCOMES

#### In this course participants will:

- ▶ Engage more effectively through actively listening
  - ▶ Understand the difference between 'hearing' and 'listening'
  - ▶ Learn the techniques to listen actively
  - ▶ Increase their awareness of communication behaviours
  - ▶ Understand how emotions effect their ability to listen
  - ▶ Learn to paraphrase and restate for clarification
  - ▶ Be able to manage and encourage constructive collaboration
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### MODULES

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#### Lesson 1: Getting Started

- ▶ Pre-Assignment Review
- ▶ Workshop Objectives
- ▶ Action Plans

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#### Lesson 2: How Well Do You Actively Listen?

- ▶ Group Activity

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#### Lesson 3: What Affects Listening?

- ▶ What Affects Listening?
- ▶ Things That Prevent Us From Listening
- ▶ Listen – Really Listen – Using Minimal Encouragers
- ▶ Why Use Minimal Encouragers?

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#### Lesson 4: Determine Your Communication Behaviours

- ▶ The Process
- ▶ Step 1: Identify your C H O I
- ▶ Step 2: Begin Your Personal Communication Evolution (C E)
- ▶ Personality Types and Their Communication Tendencies

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#### Lesson 5: Verbal Communication Skills

- ▶ Listening and Hearing; They Aren't The Same Thing
- ▶ Focused Listening
- ▶ Asking Questions
- ▶ Open Questions
- ▶ Closed Questions
- ▶ Clarifying Questions
- ▶ Body Language

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#### Lesson 6: High Emotion - Low Intelligence

- ▶ How to Accurately Perceive Emotions
- ▶ Use Emotions to Facilitate Thinking
- ▶ Manage Emotions

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## Lesson 7: Tips and Tricks to Manage a Brainstorming Environment

- ▶ Tips and Tricks

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## Lesson 8: Wrapping Up

- ▶ Words from the Wise
- ▶ Action Plans

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### WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)