

Effective Listening

Being able to truly listen to others is too often taken for granted. Too many workplace issues arise from miscommunication created when leaders do not know how to listen effectively to their peers, managers or employees they supervise. This module focuses on the skill of listening. Incorporating both a conceptual understanding of the importance of good listening skills, the module also presents concrete techniques to improve listening skill. Case studies and skill practice enable participants to practice and assess their listening skills.

What You Will Learn

- To be aware of one's biases and how they may interfere with the ability to listen
- To concentrate on what is being said rather than what is being expressed
- To listen for feelings behind the facts when someone is speaking as well as the intent and content
- To prevent misunderstanding by clarifying what others say
- To demonstrate to others that they hear what is being said
- To ask permission to respond to what one has heard
- By being asked to respond to hypothetical employees who are expressing their feelings about situations typical in the workplace, participants will have an opportunity to become aware of their own listening styles. Participants will also have an opportunity to practice the listening skills of attending and reflecting in a role-play situation.

Who Should Attend

This course has been designed for frontline leaders, supervisors, team leaders and team members. Employees who interact with others to provide direction, work on teams, coach or lead others can benefit from honing their listening skills to improve their overall ability to communicate effectively with others