

Developing Active Listening Skills

This one-day course will help you develop and enhance your skills in active listening. It will focus on practical skills development that will benefit you individually and in your home and work life



A practical one-day training course from one of the UK's leading providers of communication, leadership and management training. Designed for people wishing to develop and enhance their skills in active listening and communication

DEVELOPING YOUR ACTIVE LISTENING SKILLS TRAINING COURSE

Introduction

Listening is vital to communication at all levels. However, while we spend many years in school learning to read, write and speak, we spend almost no time learning to listen. Even though most experts agree that listening is a skill, it seems we do not feel it is a skill we need to develop in ourselves and others.

One way of improving listening skills is the technique of 'active listening.' The influential American Psychologist Carl Rogers is the source of the ideas of active listening.

About the Trainer

Tony Buon is a qualified consultant psychologist, trainer, and author. He specialises in workplace psychology, coaching and communication. He holds Diplomas in Mediation, Conflict Resolution, Counselling, and Teaching. Degrees in Psychology and Behavioural Sciences and Post-Graduate Qualifications in Education and Psychology. He is also a Certified Employee Assistance Professional (CEAP) and a Registered Civil and Workplace Mediator (CMC-UK).

He is a published author and has published over 100 papers in peer-reviewed journals and international publications. His best-selling book, published in 2014 by Hodder & Stoughton was *The Leadership Coach*. Both the *Leadership Coach* and his latest book *Communication Genius: 40 Insights from the Science of Communicating* have chapters on active listening and listening skills.

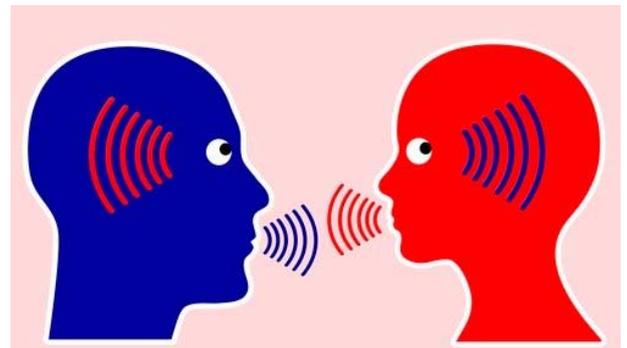
Comments from previous participants:

"...one of the best courses I have ever attended!"

I can't believe how much I learnt. As an experienced manager, I thought I knew it all, this course truly expanded my people management skills"

"...the trainer was excellent and the individual feedback and advice fantastic"

This course will make me a better team member, I also have new skills I can use every day in dealing with all my clients"



The Course

In our modern world we all learn how to talk, how to read and how to write but when do we learn how to Listen? Listening is often the forgotten aspect of developing effective communication skills yet is also the most important. In this course participants can explore and develop a range of techniques and approaches that will enable them to become effective listeners and communicators.

- Understand communication processes related to listening
- The steps involved in active listening
- When and when not to use active listening

Course Objectives

- ▼ Identify & develop critical skills needed for active listening
- ▼ Know when to & when not to use active listening
- ▼ Upgrade personal listening technique
- ▼ Understand the appropriate use of questioning

The Delegates

- Anyone who needs to improve their listening skills
- The course can be run for 3 to 18 people

Timings

The course normally starts at 9am and finishes at 5pm. However, these hours can be modified to suit.

Your Investment

The cost for this course delivered on-site at your location (or your venue) is £995 +VAT. This cost includes course delivery, all training materials, travel and other expenses. All lunch and venue costs are the responsibility of the host organisation.

Developing your Active Listening Skills Training One-day Course



The Programme

Day One - Listening Skills

- ▼ An introduction to communication
- ▼ Assessment of listening skills
- ▼ Passive & active listening
- ▼ Active listening methodology
- ▼ When and when not to use active listening
- ▼ Questioning technique
- ▼ Role-Plays and exercises
- ▼ Development of a personal action plan

NB: the above programme is subject to change

How will the Course be Presented?

This programme will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension, and retention of the information presented. This includes stimulating presentations supporting each of the topics together with interactive methodologies including group exercises, short DVD presentations, role-plays, learning exercises and reflective questioning. Participants will be engaged from the outset and ready to apply what they've learnt as soon as they're back at their workplace.

The Benefits to the Organisation

Effective communication enhances organisational effectiveness. When staff can communicate confidently and professionally with colleagues and customers, everyone benefits. Learning about 'best practice' in listening skills is of great benefit to any person no matter their level or background.

The Results

During conversations where important information is discussed - passively 'taking it all in' and then attempting to provide input or to carry out directions just does not work very well. For these situations, the listener must become actively involved in the listening process. Active listening is a way to improve relationships with both internal and external customers/clients as well as a means to reduce costly errors that result from misunderstandings.