

Learning to Listen (Tier 1)

½ Day

Description

Statistics show that people remember only half of what they hear, even moments after they've heard it. Surprising? The fact is that although most of us like to think we're good listeners, almost everyone needs to improve their listening skills. Learning to Listen offers a fresh approach to this common problem. The 30-item inventory at the core of this program focuses on both the visible and invisible aspects of listening behavior.

What separates this program from the rest is that while other tools and programs identify listening style, Learning to Listen measures listening skills. Focusing on concrete behaviors, not preferences, allows participants to immediately take action on their listening strengths and weaknesses.

Prerequisites

- None

Objectives

Upon successful completion of this course, students will be able to fundamentally:

- ✓ Determine listening effectiveness in 3 dimensions
- ✓ Explore how both visible and invisible aspects of listening affect interaction
- ✓ Learn what it takes — physically and mentally — to listen carefully
- ✓ Create an action plan that puts new skills into immediate action

The Importance of Listening

Reviewing Your Assessment Results

Interpreting Your Scores

The Listening Model

Staying Focused

Capturing the Message

Helping the Speaker

Action Planning