

Listening Skills

Effective listening skills are the key to improving performance in the workplace. By developing listening skills, it is possible to reduce misunderstandings, build rapport with others and establish clearer lines of communication.

By the end of the course delegates will be able to:

- identify the benefits of effective listening
- recognise and overcome barriers to listening
- check for understanding
- contribute to improved work performance and better results
- develop trust and relationships with others
- know what questions to ask to get the right answers

The course includes:

- familiarisation with both the theory and practicalities of listening techniques through high levels of delegate participation

- opportunities for delegates to assess their own ability to listen effectively
- selection and practice of the skills they need most

This course is suitable for anyone who might benefit from improved listening skills, whether in meetings, interviews, day-to-day interaction with colleagues or any other situation.

Duration: 1 day - Intensive Course

