

DYNAMIC LISTENING SKILLS

<p>Behavioral Expectations:</p> <ul style="list-style-type: none"> • Develop effective listening strategies • Create a personal development plan to improve overall communications • Overcome communication barriers • Increase trust and reduce conflict • Capitalize on learning strengths • Foster a positive learning environment 	<p>Module Outline:</p> <p>Prerequisites: None Schedule: Half-Day Session</p> <p>Organizations have always known that success depends on people communicating effectively, contributing not only to the bottom line but also to a positive performance environment. Good communication is not just about speaking well; it's about the quality of the connection between the senders of the message and the receivers. The strongest influence on communication is the ability to listen effectively. Participants will learn to listen and respond with purpose, discover the impact of different listening approaches and learn to match those listening approaches to communication needs.</p> <p>Topics Covered:</p> <p>Identify the Five Listening Approaches</p> <ul style="list-style-type: none"> • Appreciative, Empathic, Comprehensive, Discerning and Evaluative <p>Four Common Goals That Motivate A Speaker</p> <ul style="list-style-type: none"> • To persuade • To inform • To self-express • To please <p>Choosing the Right Approach to Listening Effectively</p> <ul style="list-style-type: none"> • Listening Focus / Feelings and Information • Listening Mode / Receiving, Understanding, Judging <p>Behavioral Indicators</p> <ul style="list-style-type: none"> • Non-verbal communication (i.e. facial expressions, taking notes, asking questions, summarizing) <p>Listening is More Than Hearing</p> <ul style="list-style-type: none"> • Receive and interpret verbal messages and other cues to respond appropriately <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. Understand the focus, motivation, and behavioral indicators of the "five" listening approaches. 2. Explore other listening approaches and their use in other communication situations. 3. Improve your ability to understand the purpose of different communications and respond appropriately.
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