

# **Listening Skills Training Course Description**

## **Why Listening is Important**

- Why people don't listen?
- How miscommunication happens?
- What is the secret to good communication skills?

## **Active Listening**

- What are different listening styles?
- What listening styles are more effective?
- What is *Active Listening*?
- What is *Empathic Listening*?
- How can you formulate your conversation to establish rapport and get immediate results?

## **Listening Spectrum**

- How people listen and how can you use a systematic method to improve your own style?
- What is the ideal personality while listening?

## **Bad Listening**

- What not to say in conversations?
- How to use example conversations to improve your listening?
- How to improve your listening using a series of fundamental and proven guidelines?

## **Asking Effective Questions**

- What are the most effective questions to ask while listening?
- What types of questions should you avoid?

## **Critical Responses**

- How to avoid using toxic words in conversations that can immediately change the nature of your interaction?
- What toxic words should you avoid?

## **Difficult Listeners**

- What types of difficult listeners exist?
- What is the behavior of each type?
- What are the best strategies to handle each type?

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

- Appreciate the critical importance of listening and learn the **secret to good communication skills**
- Use **Active Listening** techniques to establish rapport and leave a positive impression
- Improve your **understanding of different personalities** when listening and aim to improve your own style
- **Avoid falling into bad habits** when listening to others and use established listening guidelines to **make others feel more comfortable** with you
- Ask effective questions to **encourage others to provide more information** without limiting the conversation unnecessarily
- Avoid using words that **trigger negative emotional responses** in order to improve your listening skills
- Respond to **difficult people** by classifying them into abstract types and use the most ideal strategies to **handle each type**