



The Art of Effective Listening

Description: Effective communication is the cornerstone of a successful business. Yet, an untrained communicator can miss 50% of critical content in a 10-minute conversation. Minimizing misunderstanding and missed messages will maximize business results.

The seminar includes expert designed interactive video-based behavioral learning, accelerated training methods with upbeat, fast paced team activities, simulations, skill drills, competitions and practices, unequaled detailed trainer step-by-step preparation instructions and full-color participant, trainer and room materials.

Goals: To improve listening and communication skills in an effort to enhance relationships with customers and colleagues.

Participants: Number of participants is flexible. Very large groups can be accommodated.

Objectives: In the Art of Effective Listening, participants learn to:

- ◆ Use strategies to accurately grasp the speaker's message
- ◆ Practice active listening - facts and feelings, content and intent
- ◆ Identify barriers to good listening - and knock them down
- ◆ Guide conversations with "open" and "closed" questions
- ◆ Defuse difficult situations; build empathy and check understanding.

Benefits: Through enhanced listening skills, participants will be more productive in a team environment, gain deeper knowledge of the relational and behavioral aspects of completing tasks, and increase customer rapport.