PROFESSIONAL DEVELOPMENT TRAINING

# Active Listening Training - The secret of great communicators!

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REQUEST QUOTE

0.5 DAY COURSE

**Hearing and listening are two different terms and active listening is the key to effective communication. If you want to enhance your active listening skills, enrolling in an Active Listening training course is an ideal way to improve your ability to communicate professionally.**

**Listening actively involves paying full attention to the one talking, listening between the lines, observing nonverbal communication cues and asking the right questions.**

**In this Active Listening training course you will learn how to listen, understand and then respond. Using these techniques you will become a more effective communicator in all situations, whether during a one-on-one conversation or in business meetings.**

**Pdtraining's Active Listening training course is available now in Malaysia and Kuala Lumpur.**

**This Active Listening training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology. Contact us today for a quote or enroll now into the next public course date.**

### What You'll Gain:

Effective listening is actively absorbing the information given to you by a speaker, showing that you are listening and interested and providing feedback to the speaker so that he or she knows the message was received.

This fun and interactive **Active Listening Skills Training Program** will provide practical skills and knowledge that you will transform your personal and professional interactions and lead to more rewarding and meaningful communication.

## Outcomes

**In this course participants will:**

- Engage more effectively through actively listening
- Understand the difference between 'hearing' and 'listening'

- Learn the techniques to listen actively
- Increase their awareness of communication behaviors
- Understand how emotions effect their ability to listen
- Learn to paraphrase and restate for clarification
- Be able to manage and encourage constructive collaboration

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# Modules

### Lesson 1: Getting Started
- Pre-Assignment Review
- Workshop Objectives
- Action Plans

### Lesson 2: How Well Do You Actively Listen?
- Group Activity

### Lesson 3: What Affects Listening?
- What Affects Listening?
- Things That Prevent Us From Listening
- Listen – Really Listen – Using Minimal Encouragers
- Why Use Minimal Encouragers?

### Lesson 4: Determine Your Communication Behaviours
- REACH and Communication Styles
- Step 1: Increase your awareness and adaptability
- Step 2: Adapt your approach

### Lesson 5: Verbal Communication Skills
- Listening and Hearing; They Aren't The Same Thing
- Focused Listening
- Asking Questions
- Open Questions
- Closed Questions
- Clarifying Questions
- Body Language

### Lesson 6: High Emotion - Low Intelligence
- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Manage Emotions

### Lesson 7: Tips and Tricks to Manage a Brainstorming Environment
- Tips and Tricks

### Lesson 8: Wrapping Up
- Words from the Wise
- Action Plans

Talk to our expert team

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