



You listen more than you do any other human activity except breathing. But what kind of listener are you? This workshop will help you identify blocks to effective listening, identify your habitual style of listening, control distractions, and improve memory recall. You will discover ways to become a more flexible listener, using the most appropriate listening style in each situation. Listening and remembering are vital parts of daily life and are the basis of positive human interactions. Learn to do it well.

This fast-paced workshop involves participants in activities so they learn by using the ideas presented. Printed materials and visual aids are also used.

## WORKSHOP OUTLINE:

- ❖ **Listening: *The Basic Communication Skill***
  - The value of getting accurate information
  - The value of listening between the lines
  - Good listening is good business
  
- ❖ **Obstacles to Flexible Listening**
  - Lack of focus
  - Sources of misunderstanding and mistakes
  - Rigid listening styles
  
- ❖ **Your Favorite Listening Style**
  - Self-analyzing and self-awareness
  - Six listening styles and when to use each
  - Identifying your strengths and areas to improve
  
- ❖ **Building Skills for Flexible Listening**
  - Matching the listening style to the situation
  - Tips for "tuning in"
  - Eye contact, posture, and other non-verbals
  - Using questions and other verbal techniques
  
- ❖ **Positive Human Interaction**
  - Listening in the tough situations
  - Getting control of your impatience
  - Listening to clients, customers, and co-workers
  - Building rapport and gaining cooperation

*This workshop is available in several formats.*

