

Listening is a GIFT

Training | Keynote



You are communicating all the time. In fact, you cannot not communicate. Simply sitting quietly in a chair is communicating something. Not only are you communicating all the time, but you are interacting with different people all the time. And people have unique styles of communicating. In this session, we will look at how we communicate and how to improve your effectiveness.

Objectives

After participating in this program, you will be able to:

- Analyze how well you communicate
- Understand the art of communication
- Learn the guidelines for good listening
- Listen so others will talk to you
- Understand non-verbal communication
- Identify four behavior styles
- Better understand yourself and others
- Improve relationships with other people

Format

This interactive program uses experiential learning techniques such as a self-assessment, large and small group discussions.

Ideal Size

Keynote: No limit

Training: Up to 36 people

Length

Keynote: 30-90 minutes

Training: 3-6 hours

Agenda

- Using the *Personal Listening Profile*[®], this program creates a common language for communication styles.
- Understand how listening affects good communication
- Complete the *Personal Listening Profile*[®]
- Learn the 5 styles of listening: appreciative, empathic, comprehensive, discerning and evaluative
- Listen so others will talk to you
- Learn 6 steps for making a positive phone impression

Target Audience

Anyone! We all communicate if we try to or not.

Typical Uses

Employee and management development, seminars and programs, project management, and new employee orientation

Material Options

- *Personal Listening Profile*[®]
- Handouts