

OUTLINE

Active Listening Training

Lesson 1

Course Overview

- Course Overview
- Learning Objectives
- Personal Objectives

Lesson 2

Defining Active Listening

- What is Active Listening?
- Listening Techniques
- Identifying Good Listener
- Tips for Becoming a Better Listener

Lesson 3

Attitude is Everything!

- Body Language
- Understanding Sympathy and Empathy
- Creating the Right Mindset
- Being Genuine
- Making Connections

Lesson 4

Encouraging Conversation

- Communication Process
- Asking Questions
- Probing Techniques
- Paraphrasing Techniques

Lesson 5

Building Relationships

- Building Rapport
- NLP Tips and Tricks
- Match/Mismatch

Lesson 6

Getting Over Listening Roadblocks

- Common Listening Problems
- Solving Problems
- Making Connections

Lesson 7

Workshop Wrap-Up

- Action Plan
- Recommended Reading List
- Course Evaluation
- General Evaluation

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

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