

# Active Listening

## One Day, Master Effective Listening Skills & Nonverbal Communication Cues Workshop

### Course Overview

There's a world of difference between hearing and listening. Active listening doesn't come naturally, which is why this training course is ideal for all employees within an organization. When employees actively listen, they pay full attention, listen between the lines, notice nonverbal communication and ask the right questions. What participants will learn during this training will transform their personal and professional interactions—whether one-on-one or in meetings—and lead to more rewarding and meaningful communication with everyone in their life.

### Course Content

#### 1. Fundamentals of active listening

- Defining a good listener
- Assessment of personal listening skills
- Uncovering the qualities that make someone a good listener
- Discovering personal communication skill sets
- Understanding the 4 steps to active listening
- Identifying the actions that encourage active listening

#### 2. Interactive listening and nonverbal communication

- What interactive listening is and why it's an important communication skill set
- 6 keys to effective listening
- What prevents employees from being good active listeners
- How to listen between the lines to really hear the speaker's message
- 10 effective communication hints to improve communication skills
- Why it's important to be aware of nonverbal communication

#### 3. Asking the right questions

- How to get the information needed, more quickly
- Understanding the 3 primary purposes of questions
- Important considerations to keep in mind when asking questions
- Uncovering the 3 types of questions
- How to know which type of question to ask
- Putting it all together—the 4 keys to being an effective listener

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### Course Outcomes

In Active Listening, participants will learn...

- How to define a good listener
- Assessment of personal listening skills
- 6 keys to effective listening
- What prevents employees from being good active listeners?
- The importance of nonverbal communication
- How to ask the right questions

### Other Details:

- Payment to be made within 15 days from the date of the invoice.
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- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance has to be taken care by client only.
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