



Listening Skills Training

The process of listening plays a role in any exchange. It involves receiving and interpreting sounds in a way that allows us to understand and respond appropriately whether through words or actions. However, listening can be challenging due, to factors that can alter or distort the meaning of statements leading to misunderstandings and discord.

The training session is designed to help employees recognize the significance of listening.

Course Overview

To start the day participants will have the opportunity to get acquainted with each other and discuss what will be covered during the workshop. They will also be encouraged to identify their learning objectives.

By the end of this one-day workshop participants will;

- Gain an understanding of what listening entails and its key components.
- Discover techniques for becoming listeners.
- Learn how body language can reflect a listening attitude.
- Differentiate, between sympathy and empathy understanding when each is appropriate.
- Develop a mindset that promotes listening through framing, positive intent and focus.
- Cultivate communication skills.
- Comprehend the overall communication process.
- Start by asking questions seeking information and using paraphrasing techniques.
- Foster connections to establish communication experiences.
- Identify challenges, in listening and find solutions to overcome them.

Understanding the Factors that Impact Listening;

An introduction to the influences on listening and recommended strategies for addressing them.

Evaluating Your Communication Style;

Discovering your communication style and understanding its implications.

Mastering Verbal Communication;

Distinguishing between hearing and active listening with a focus on question types.

Navigating Emotions;

Developing skills to accurately perceive, utilize and manage emotions during communication.

Creating an Environment, for Brainstorming;

Learning techniques and strategies to enhance listening skills in brainstorming sessions.

Conclusion of the Workshop and Q&A Session;

Participants can ask questions. Develop an action plan to apply their newly acquired skills.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725