

## Listening Until You Really Hear

This highly interactive 4- to 8-hour workshop provides participants an opportunity to test their listening skills and practice better listening techniques. As a result, they'll improve job performance and build stronger relationships.

### Key Objectives

- Identify attitudes and habits that negatively affect message reception
- Gather information through probing questions
- Verify assumptions and accuracy
- Build rapport through attentive body language
- Interpret feelings that accompany facts
- Identify distortions and mental erasers
- Listen discriminately to persuasive appeals
- Focus on six essential elements of hearing instructions and delegated projects clearly

### Who Should Attend

Anyone who interacts with others on and off the job

### Materials/Texts

Participants receive handouts of key principles and exercises to practice each concept. As an option, they may also receive a copy of *Communicate with Confidence®: How To Say It Right the First Time and Every Time* (written by Dianna Booher and published by McGraw-Hill).

### Class Size

Up to 20 participants