

Learning to Listen

Third Edition

Learning Overview

Listening is one of the most critical and powerful communication skills, yet it is also one of the most untapped. *Learning to Listen* shows individuals how to take an active role in the listening process. Participants evaluate their current listening behaviors, explore key actions and strategies for maximizing listening effectiveness, and put what they've learned into practice in interactive activities.

Learning Outcomes

Participants gain the knowledge and skills to improve their performance on the three Dimensions of Listening. Specifically, they will be able to:

1. Understand what it means to listen and why effective listening skills are so important at work.
2. Recognize—and overcome—common barriers to listening.
3. Identify and practice behaviors that promote effective listening.

Audience

Learning to Listen is designed for employees at all levels. The program can be particularly beneficial for those who spend a significant portion of their time engaged in listening, such as supervisors, managers, customer service representatives, sales professionals, consultants, and negotiators.

Agenda

Timing: 4 hours and 5 minutes

Module	Participants' Actions
1 Understanding Listening	<ul style="list-style-type: none">• Focus on the learning outcomes of the workshop.• Complete the assessment.• Interpret their assessment results.• Learn about the theories behind listening.
2 Practicing Effective Listening	<ul style="list-style-type: none">• Explore the Dimensions of Listening and discuss how to improve their performance in each.• Listen to three speakers and actively apply their listening skills.• Practice behaviors that promote effective listening while creating a drawing based on their partner's verbal description.• Brainstorm ways to help struggling listeners when they are speaking.
3 Development Planning	<ul style="list-style-type: none">• Reflect on past behaviors and consider how to modify them in order to achieve better results.• Develop a plan to apply what they've learned to their workplace.
4 Putting It All Together	<ul style="list-style-type: none">• Revisit key learning points of the workshop.• Ask questions and share comments.