

Listening is a Verb!

Listening takes up over 60% of our workday, yet most of us listen at about 25% effectiveness. This workshop is designed for anyone who wishes to improve his/her understanding of the interpersonal communication process. The focus of this program will be on accurately receiving and responding to messages from others.

Participants will be involved in practical application of principles, video reviews, and group exercises.

The objectives of this course are to::

- Define effective listening
- Familiarize participants with a four-step listening process
- Identify barriers to effective listening and ways to overcome them
- Systematically gather information from others
- Accurately recall information
- Provide more precise responses to others

