

# Listening Skills

## Overview

**Duration: Half Day**

Being able to listen effectively is so important that it is worthy of a training session in its own right.

This session can be used as a stand-alone programme or can be used within a wider programme where listening skills are important. It provides participants with basic but effective techniques to ensure that they listen effectively on a consistent basis.

## Description

During this listening skills training workshop participants will be given the tools to:

- Explain why listening skills are important
- Identify key reasons why we can fail to listen effectively
- Adopt simple techniques they can always use to ensure that they listen effectively

Topics covered:

- **Why are listening skills important?** – Participants discuss why good listening skills are so important.
- **Hearing and Listening** – We consider the difference between hearing and listening
- **Sweet Tasty Orange** – Participants take part in a lively activity to help demonstrate some key reasons why we can fail to listen effectively
- **Simple Listening Technique** – Participants are provided with a simple and effective approach to effective listening.
- **Types of Information** – This builds on the simple listening technique by considering the three types of information we will hear if we listen effectively.
- **Listening Activity** – Participants pair up and are given the opportunity to practice the simple listening technique and receive and provide feedback to each other.

## Who Should Attend?

This course is suitable for all employees.