

## Listening.... Do You Really Know How To?

### *OVERVIEW*

Are you someone that hears everything and remembers nothing? Do you know people that say they hear you, but never do as you've asked them?

This workshop will explore what it really means to be an active listener. Once you can demonstrate how to listen actively, you can lead by example and others may follow your techniques. True listening is a skill that must be understood before it can be practised.

You will have the ability to know what to do when you are listening in a difficult situation. You will also be able to remove some barriers to help the person that is listening to you.

Empathic listening goes beyond active listening. Most of us don't listen effectively because we are self-oriented instead of other-oriented. That means we focus on the words we are listening to, rather than the holistic style of listening. What is the other person really saying? Do you read between the lines...body language, tone of voice, eye contact, social antenna, etc.?

You will learn to "read" what the speaker is really saying, not just what their words are saying. Empathic listening and active listening will enable you to develop and enhance relationships for the benefit of everyone involved.

### *OBJECTIVES*

Upon completion of this 1 day workshop, each participant should be able to:

1. identify the three types of listening
2. assess their listening preference style
3. identify barriers to listening and ways to overcome them
4. define and explain how to use the five techniques of effective listening
5. demonstrate active listening
6. identify the characteristics of an empathic listener
7. understand the benefits of empathic listening
8. demonstrate strategies to respond with empathy
9. identify and demonstrate how to reflect the content of interpersonal messages
10. interpret the challenges of non-verbal communication and make them work effectively