Improving Your Listening Skills

“What is the best way to improve the flow of information and overall communication in an organization?”

The most effective way is to help people select the most effective listening approach they need to demonstrate based on the needs of others and situations. When we’re listened to, our feelings and needs are taken into account, we’re more relaxed and open, and we feel we can achieve our objectives. The goal of this program is to help participants get these kinds of results when communicating with others.

Improving Your Listening Skills is an idXready™ program that provides trainers with a ready-now solution for management development – and one that requires no certification to train! It is designed to integrate and synchronize all aspects of the learning experience, from participant pre-work to individualized workbooks; from rich video imbedded into professional PowerPoint, to proven learning activities.

Program Description

In this 5-hour session, learners discover the five different approaches to listening and identify their most natural listening approaches.

The program provides individuals with the key to clear communication through developing an understanding of effective listening techniques. Improving Your Listening Skills is designed to integrate and synchronize all aspects of the learning experience, from participant pre-work to individualized workbooks; from rich video imbedded into professional PowerPoint, to proven learning activities.

Through the use of relevant video and hands-on, experiential learning activities, participants learn how to successfully communicate with others by modifying their listening styles, creating efficient, effective and productive work environments. The skills and knowledge gained results in improved communication, fewer mistakes and misunderstandings, and more productive information sharing.

Impact

Participants will:

Recognize – The importance of developing good listening skills by reflecting on their past listening experiences

Discover – Five different listening approaches used in communication and the specific characteristics of each approach

Discover – Their most natural listening approaches.

Explore – Their strengths and challenges as listeners

Identify – Effective listening approaches and behaviors. Practice modifying their approaches to meet the communication needs of others

Create – Action Plans to improve effectiveness
Improving Your Listening Skills Outline

**Fully Scripted Leader’s Guide** – Editable, Synchronized with participant workbooks and PowerPoint. Generated in easily accessible PowerPoint files, which are ready to use as they are, or may be edited with your personal touches.

**Professional, High-quality Presentations** – PowerPoint files built with video synchronized right into the presentation.

**Synchronized Participant Workbooks** – Note taking is made easy – guesswork is removed, and participants keep in step with every reference you make.

**Pre-Work**
- Personal Listening Profile® - online

**Session Content**
- **Speaking and Listening** *(a partial selection is listed below)*
  - The importance of listening
  - Personal listening experiences
- **Understanding Your Natural Listening Approach**
  - The Personal Listening Profile®
  - Your listening style
- **Exploring Your Strengths and Challenges as a Listener**
  - Explore how your listening strengths contribute to your success in communicating
  - Explore how the listening skills that challenge you impede your success in communicating
  - Individual and small group exercises
- **Recognizing the Behaviors that Communicate Each Listening Approach**
  - The specific behaviors associated with the five Listening Approaches
  - Explore your skill and comfort level with these behaviors
- **Personal Action Planning for Increased Effectiveness**

**SYSTEM REQUIREMENTS**
- Microsoft Office 2003 with Power Point 2003; Microsoft Windows 2000 (Service Pack 3 +) or Windows XP (Recommended)
- Adobe Acrobat Reader 7 or higher (free at [www.adobe.com](http://www.adobe.com)); Adobe Flash Player 9 or higher (free at [www.adobe.com](http://www.adobe.com))
- USB Ports (USB 2 recommended); 512 MB of memory (Recommended)

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