

# ACTIVE LISTENING SKILLS



## Overview

Just because someone is hearing, does not mean they are listening. This course teaches delegates the significance of this adage, successful listening skills, and how to use their body language to communicate. Training is suitable for delegates in any working role and can be taken no matter your sector background.

## Outline of Programme

- Introduction.
- What is active listening?
- Hearing vs listening.
- The process of listening.
- Listening obstacles.
- The importance of active listening.
- Improving listening skills.
- Key rules to successful listening.
- Verbal behaviour categories.
- Promoting active listening.

## Assessment

The active listening skills training course lasts 4 hours and delegates will receive a certificate upon completion. Delegates will be expected to engage in several group activities. Our

experienced trainers will be on hand to help guide through these sessions and a certificate will be awarded upon completion.

### **Cost**

Our courses are competitively priced, and we aim to beat any equivalent training quote.

### **Important Information**

- The training venue should be quiet and undisturbed.
- Staff should not be expected to be on duty.
- Staff attending should remain for the entire length of the session.
- Flexible dates available.
- Call to book a day that suits you.