



Active Listening



Active Listening Training Course Outline

Foreword:

Experts say that about two-thirds of everything you learn, you learn through listening. Yet, very few people are good listeners. "The average person remembers only about 25 percent of what he or she hears, and some people remember as little as 10 percent.

Learning Outcomes

By the end of this course participants will be able to:

- Test your ability to actively listen
- Identify what affects listening
- Determine your communication behaviours
- Understand the effect your emotions has on your listening and communication ability
- Improve your active listening skills
- Use 'minimal encouragers'
- Paraphrase and restate for clarification
- Manage a brainstorming environment

Course length:

1/2-day

<p>Active Listening Training Course - Lesson 1 How Well do you Actively Listen?</p> <ul style="list-style-type: none">• Let's test your Active Listening Ability• Why are you not Listening to me?• Our Inner Voice Over Rule	<p>Active Listening Training Course - Lesson 2 What affects Listening?</p> <ul style="list-style-type: none">• The Role of the Speaker• The Role of the Listener• First Impressions - Judgemental Factor
<p>Active Listening Training Course - Lesson 3 Determine your Communication Behaviours</p> <ul style="list-style-type: none">• Establish your Behavioural Style certain Situations• Do you give up or Bulldoze through?• But isn't your way Right?	<p>Active Listening Training Course - Lesson 4 High Emotion - Low Intelligence</p> <ul style="list-style-type: none">• So What does it Mean when I become Emotional?• How does it affect my Listening Skills?• How does it affect the Listening Skills of Others?

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Active Listening Training Course - Lesson 5 **Steps to Improve your Active Listening**

- Learn to Live in the Moment
- Learn to Like/Love/Gain Respect
- Listening is also Interpreting

Active Listening Training Course - Lesson 6 **Tips and Tricks to Manage a Brainstorming Environment**

- Stay in Control
- The Art of using Others

Active Listening Training is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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