

Advanced Listening Skills

Duration: 1 Day Course

Overview

There are many reasons why people struggle to listen effectively. These include: Believing that the only way to put their point across is to talk more and increase the volume! Lacking the ability to concentrate. An inability to let go of a specific point and spending most of their time thinking about what they want to say rather than listen to the speaker. This one-day course addresses all of these and provides you with the skills, knowledge and attitudes to become a skilled listener.

This Course Suits

Anyone who wishes to improve the most fundamental skill required for anyone who works in sales, service and management; Listening

What the Delegates will gain from the Course

- Identification of any self-imposed barriers to active listening
- How to instantly develop rapport with anyone to lay the foundation for listening
- How to adjust physiology to adopt the most effective 'listening posture'
- Use of a questioning framework to elicit from just about anyone what they want and why they want it
- Identification and use of the key behaviours that demonstrate that you are actively listening
- How to quickly identify the emotional state of anyone you come into contact with and modify your behaviour in order to be perceived as empathising with the speaker
- How to recognise when a discussion is turning into a conflict and adopt a strategy to remove any unhelpful emotions out of the situation

Course Timetable

09:30 - 10:00 - Coffee & Course Objectives

10:00 - 11:15

- How Good Are You at Listening?
 - The ten main reasons why people generally are poor at listening
 - How good are you at listening - a diagnostic exercise to reveal how good a listener you are and why you may not always pay your full attention to the speaker

11:15 - 11:30 - Coffee break

11:30 - 12:45

- The Magic of Rapport
 - Three techniques to instantly develop rapport with just about anyone at any time in any place.

12:45 - 13:45 - Lunch

13:45 - 14:30

- The Power of Questions - A questioning framework designed to elicit the true meaning of the message being received from the speaker in terms of content and context.

14:30 - 15:15

- Behaviour Analysis (BA) - How to identify, analyse and use behaviours that demonstrate effective and ineffective listening including: Clarifying questions Probing questions Summarising Labelling behaviour

15:15 - 15:30 - Coffee break

15:30 - 16:30

- Advanced Listening Techniques - Words and phrases to avoid at all costs. Techniques, words & phrases for disarming the potential for conflict.

16:30 - 16:45

- Summary & Action Plans Agreed