

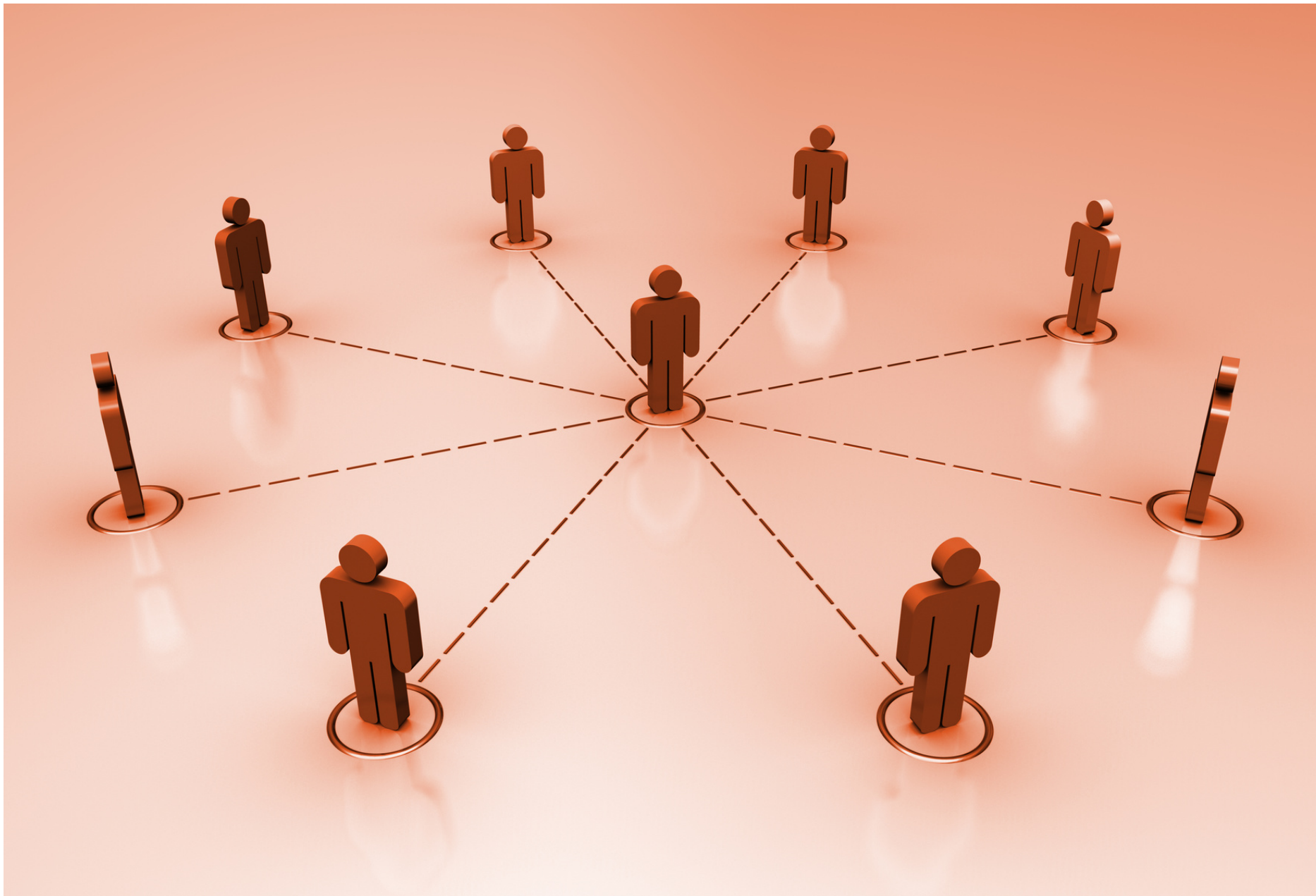
# ACTIVE LISTENING TECHNIQUES

## INTRODUCTION:

Active listening is a crucial skill in any setting, whether it be in personal relationships or professional settings. It involves fully engaging with the speaker, understanding their perspective, and responding in a way that demonstrates that understanding.

In this skills training program, employees and managers will learn how to practice active listening techniques in order to improve their communication skills and strengthen relationships with colleagues, clients, and team members.

Through a combination of theoretical explanations and practical exercises, participants will learn how to listen actively and effectively in order to better understand others and facilitate more productive and positive interactions.

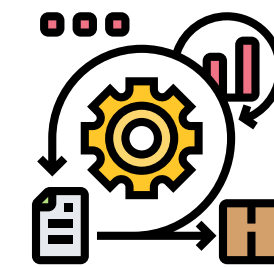


**Length:** 90mins, Half Day

**Delivery Option:** Face-to-Face, Virtual

## Training Aims and Objectives:

- Understand the importance of active listening in the workplace
- Learn how to listen actively and effectively
- Practice active listening skills through role-playing and group exercises
- Develop strategies for responding to and engaging with the speaker
- Improve communication skills and strengthen relationships with colleagues and clients



## Methodology:

- Lectures and discussions on the theoretical foundations of active listening
- Role-playing and group exercises to practice and apply active listening skills

## Frameworks covered:

- The four principles of active listening
- The SOLER technique for effective nonverbal communication
- The GROW model for responding and engaging with the speaker

## Conclusion:

At the end of this session, participants will have a solid understanding of active listening and the tools to apply these skills in their daily work.

The goal is for participants to be able to listen actively and effectively in order to better understand their colleagues and clients, facilitate more productive and positive interactions, and strengthen relationships.

This will not only improve communication and collaboration within their teams and organizations, but also contribute to overall professional success and satisfaction.