



“IMPROVING MY COMMUNICATION SKILLS 2 -LISTENING SKILLS” (2+ HOURS)

Do you or your team members have any of these communication challenges?

- Mind drifts away when listening to others?
- Unable to detect whether people mean what they say to us?
- Often get into arguments?
- Lack empathy for others' situations?
- Have difficulty receiving and/or following instructions?
- Misinterpret others?

Would you like a cost-effective solution to these?

This is Part 2 of a program that is designed to improve the communication skills of all team members. It helps us analyse the receiving half of the process of communication, to identify any areas of weakness and to begin to tackle these. It includes simple but effective activities that both test our skills and help us strengthen under-developed areas.

Topics to be covered include:

- 'Receiving' is much more than listening
- The role of non-verbal communication in listening
- Identifying our listening blocks
- The power of being 'in the present'
- Reflective and active listening
- Effective evaluation of messages

Note: Whilst Part 1 “Getting Our Message Across” is not a pre-requisite for this program it is highly recommended to do both and sequentially.

TESTIMONIAL

“Excellent! I learnt not to be so dreamy, to listen more and not try to predict what the other person is going to say or interrupt them. I also learnt to be more truthful and to accurately assess when others are or are not being truthful.

Sales Assistant, Yeppoon, Qld