



**THE
ENTERPRISE
CENTRE**

Effective Listening

(1/2 Day)

Objective

Seeking first to understand is the reason why we listen. It is also the first step toward achieving complete understanding between two parties. To make all this happen requires a mastery of essential listening skills. These skills help us use our thought powers to actively and empathetically listen, or to define themes or problems in the content of our conversations, discussions or negotiations. This course will provide participants with the necessary listening skills needed to ensure that complete understanding happens in any communication.

Process

Participants will be involved in a series of small-group practice sessions designed to explore strengthen their listening skills.

Participants will be able to

- Analyze their listening strengths and weaknesses.
- Define five types of listening and their application.
- Understand and use an active listening priority model to sharpen their listening skills.

