

LISTENING SKILLS

“Listen, or your tongue will keep you deaf” – Native American proverb

When people are listened to they feel understood and are more trusting of you.

Effective listening is a skill that needs nurturing and developing.

In everyday conversations we often talk across each other, focused on what we want to say, or rush in with our advice rather than really listening to the other person.

On this short course you will

- Look at the benefits of being a good listener
- Explore listening at different levels
- Discuss what gets in the way of good listening
- Look at situations where excellent listening can really make a difference – e.g. coaching, meetings, conflict resolution and personal relationships
- Learn to be comfortable with silence and appreciate the power of waiting
- Have extensive practice through a variety of engaging activities

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