

LISTENING SKILLS for MANAGERS

“When we listen, we make the connection” Lynne McGowan

Trainer:



Lynne McGowan
Cert. H.R. & Counselling Skills
Dip. Counselling
Dip. Psychotherapy

Lynne, one of MTC's directors, is a practicing counsellor who works with private clients and organisations such as the Samaritans. She has over 15 years experience in the training and development arena as well as running a successful private practice.

Member of Inst IT Trainers
Member of S.F.T.R
Member of Inst SMM

This course emphasizes specific tools and techniques for improving listening skills, delivering effective messages and bridging different communication styles. In extensive workshops, you develop the "listening ability" needed to handle interactions with people at varying levels across an organization.

What will you **LEARN**?

- ✓ Sharpen your listening skills to improve communication effectiveness
- ✓ Pave the way for positive interactions
- ✓ Read the "emotional content" accompanying messages
- ✓ Anticipate and avoid common misunderstandings
- ✓ Build greater relationship skills that emphasize trust and respect
- ✓ Identify the roadblocks that undermine your ability to communicate effectively

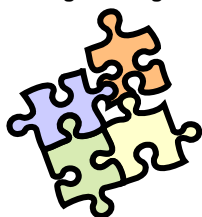
What are the **BENEFITS**?

In today's fast-paced business environment, daily schedules often include numerous meetings and communications in addition to more traditional individual project work. Strong communication skills help leverage such interactions into opportunities for building consensus and improving efficiency.

Who should **ATTEND**?

This course is valuable for those who want to strengthen their listening skills and enhance their ability to interact with others.

Putting it all together



If you are interested in this course; see also "**Essential Coaching Skills for Business**"

THE ART OF LISTENING

Through in-class sessions and simulations, delegates work in small groups to apply communications tools and strategies, including:

- ✓ Profiling your dominant personality/communication style
- ✓ Assessing your relationship skills
- ✓ Identifying Bridging the communication gap to reach communicators with other styles
- ✓ Reinforcing active listening with paraphrasing and other techniques

Active listening

- ✓ Proven techniques for effective listening
- ✓ Verifying comprehension via feedback
- ✓ Differentiating between "emotional content" and message content
- ✓ Calibrating message content by examining nonverbal inputs
- ✓ Overcoming non-listening habits

Lending precision to listening

- ✓ Verbal impact
- ✓ Intonation
- ✓ Rate of speech
- ✓ Gestures
- ✓ Facial expressions
- ✓ Posture
- ✓ Use of space
- ✓ Dress
- ✓ Eye contact
- ✓ Listening to the whole message

Course Duration:	1 Day at your own site
------------------	------------------------

Suitable for:	Anyone wishing to strengthen their listening skills
---------------	---

Cost:	Dependant on numbers. Please call for a quote.
-------	--

Why Attend:

- ✓ Communicating clearly is an essential business skill.
- ✓ The best ideas in the world can only be transformed into realities when they're shared and understood.
- ✓ This course will help you sharpen up your active listening skills.
- ✓ It will help you give and receive the right message and make the most of every conversation you're involved in.
- ✓ Developing excellent communication skills requires investment, but the payoff is a solid understanding between you and your colleagues, customers and friends.

With over 13 years experience in the training and development field and with many satisfied corporate clients in our books, we have no hesitation in offering a total satisfaction guarantee to any company who uses our services. After all if we're not confident in our ability to deliver - why should you be?

