

Active Listening

2 Days

BGAL

OVERVIEW

This workshop will help participants enhance their listening skills in a professional setting in order to optimise their daily relations at work. Different emotion management techniques are presented during this workshop.

DESIGNED FOR

Everyone who has to work in a team and who has to collaborate and interact with others.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Use active listening in order to communicate more efficiently.
- Manage appropriately a face-to-face interview.
- Engage with interpersonal relations with less stress.

TOPICS COVERED

The Importance of a Qualitative Listening

- What is Listening?
- How Does One Listen?
- The Different Listening Aspects
- Good and Bad Listening Habits

The Keys to Dialogue

- Face-to-Face Situation: Basic Rules
- Having Presence and Maintaining One's Position on an Issue
- Exhibiting Natural Behaviour While Actively Listening

The Context of the Listening Relationship

- Fundamental Needs of Every Human Being
- The Values of Life and their Hierarchy
- The Listening Pitfalls: Sensorial Filters and Representations
- Filter Criteria and Blind Spot

Active Listening Techniques

- The Different Types of Questions
- The Different Types of Reformulating
- The Non-Influential Attitude
- Creating a Climate of Trust
- How to Postpone One's Judgement and Measure One's Reactions
- The Danger of False Interpretations

Nonverbal Listening Fine-Tuning and Synchronisation

- Needs for Active Listening
- Questioning and Replying
- Nonverbal Listening
- Synchronisation

Listening from a Communication Perspective

- From Active Listening Towards Efficient Communication

EXTRA NOTES

An equivalent course is available in Arabic and French. Please call us for details.