

# Councillor development

## Active Listening

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Date(s)	Time(s)	Venue(s)
Tuesday 5 July 2011	2.00 to 5.00 pm	Training Room, Monkton Park, Chippenham, SN15 1ER

**Target audience:** all Councillors

**Booking deadline:** Friday 10 June 2011

### Content

- Why is active listening important?
- Becoming an Active Listener
- The listening process
- Understanding the message
- Absorbing the message
- Action planning

### Outcomes

At the end of the workshop, you will:

1. Know more about the importance of active listening
2. Understand your own listening style
3. Know more about the listening process
4. Be introduced to a range of skills and techniques to aid active listening
5. Have the opportunity to develop a personal action plan

For course bookings contact Rita Sanders on 01225 718 375 or email  
[councillordevelopment@wiltshire.gov.uk](mailto:councillordevelopment@wiltshire.gov.uk)

For more information on councillor development please see:  
<http://thewire.wiltshire.council/index/councillors-area/councillor-development.htm>