

Active Listening

Please note this is not a public meeting but a development session for Wiltshire Councillors

Date(s) Monday 18 October 2010
Time(s): from 1.30 pm to 4.30 pm

Brief description

Active Listening

To give participants the opportunity to identify and develop their Active Listening skills

Date: Monday 18 October 2010

Time: 1.30 pm to 4.30 pm

Venue: Committee Room 2, Browfort, Devizes SN10 2AT

Number of attendees: limited to 15

This session may be of particular interest for: all Councillors

Trainer / Course provider: Barbara Smith, People Training

Programme

Please see supporting documents.

Please note

1. Different venues, times and days are proposed when possible to enable as many councillors to attend but we do have to use the one(s) with the most possible attendees.
2. Following a development session the information, if possible, will be made available on the Councillor Development Area on the Intranet.
3. If you are not able to attend a session that you were very interested in and the

information cannot be made available on line it may be possible to organise a one-to-one with a relevant officer or a personal development session; if you are interested please contact Marie Gondlach (details below).

4. Pre-booking is essential. If you do not book 3 working days in advance, catering (if applicable) cannot be guaranteed, nor parking or seating at the venue.

5. There is a cost to providing any development event. If you are unable to attend a previously booked course, please let Marie Gondlach know so that the place can be offered to others.

6. Co-opted members, Town and Parish Councillors, Partners and Councillors from neighbouring authorities may be in attendance at some sessions.

If you would like to attend please contact:

Marie Gondlach
Democratic Services Officer
County Hall
Bythesea Road
Trowbridge
BA14 8JN

Tel: 01225 713 597

Email: marie.gondlach@wiltshire.gov.uk

Fax: 01225 713 099

If you cannot attend please let Marie know the reason so that the Councillor Development Group can adapt the Councillors Development Programme 2010-11 to meet councillors' requirements when possible:

- you have no interest in the subject
- you cannot attend on that date
- you cannot attend at that time a day
- any other reason

Access to the venue

Please see supporting documents.



ACTIVE LISTENING

- A half day development workshop

Designed for: Anyone who wants to develop their communication skills

Aim: To give participants the opportunity to identify and develop their Active Listening skills

CONTENT:

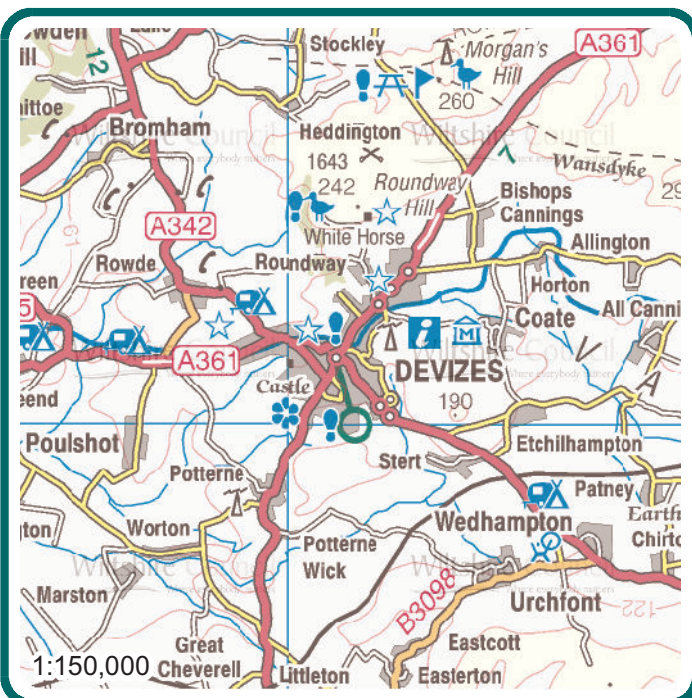
- *Why is active listening important?*
 - *Responding positively to the speaker*
 - *'Whole' message reception*
- *Becoming an Active listener*
 - *What type of listener are you?*
 - *Active listening skills*
- *The listening process*
 - *Receiving the message*
 - *Barriers to reception*
 - *Overcoming the barriers*
- *Understanding the message*
 - *Checking and verifying*
 - *Mishearing and misinterpretation*
 - *Paraphrasing*
 - *Asking questions*
 - *Understanding what you see*
- *Absorbing the message*
 - *Listening and learning*
 - *How memory works with listening*
 - *Checking and clearing information*
 - *Note-making*
- *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*

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SN10 2AT

Where everybody matters



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