

Councillor development

Active Listening

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?
 - 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

Cost to Town and Parish Council members wishing to attend:

£40.00 per attendee, which includes refreshments and all course material

Please note that payment would be required before attending the course.

Confirmation of bookings would be sent as soon as possible.

**For course bookings contact Rita Sanders on 01225 718 375 or email
councillordevelopment@wiltshire.gov.uk**

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