



## **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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