

Leadership Training Associates

Randy Bauer MBA, Workshop Leader
Phone 303-641-4155 Email rmbhta@gmail.com

The Skill of Listening

OBJECTIVE:

Participants will learn how to establish empathy, trust respect and cooperation by using powerful, state of the art listening skills.

DESIGNED FOR:

People at every level of the organization from the CEO to the receptionist.

OUTLINE:

Building Strong Listening Skills

- Learn how to listen
- How to improve concentration
- Controlling and eliminating distractions
- Learn when to talk and when to listen
- Reducing mistakes caused by poor listening
- Using proven non-verbal listening tools
- Practicing new listening skills

How to Understand What People Are Really Saying

- Getting people to talk with you
- Developing empathy
- Ways to quickly build trust and respect
- Feedback – how and when to give it

Turning Anger into Cooperation with Effective Listening

- How to respond to irate people
- Defusing anger and hostility
- Avoiding arguments
- How to keep your cool when being criticized