

Participant Guide

Listening Skills

EVALUATION PURPOSES ONLY

Program Name	Listening Skills
Audience	Executives
Key Facilitator(s)	
Venue	

Version Control		
Date of update	Author	Comments about updates
DD/MM/YY		

SAMPLE FOR EVALUATION PURPOSES ONLY

General Learning Objectives

1. Learn how to listen in every interaction
2. Differentiate between productive and unproductive communication
3. Use listening skills to develop your own listening style that demonstrates engagement and involvement in interactions

Specific Learning Outcomes

After this workshop, participants should be able to:

1. List the importance of listening skills in business and personal relationships
2. Explain the principles of effective listening and how to apply them
3. Define common barriers to effective listening
4. Differentiate between productive and unproductive communication
5. Develop communication by practicing methods of active listening

Agenda

Module Name	Module Objectives	Duration
1. Pre-Session Warm Up	<ul style="list-style-type: none"> • Setting ground rules for the workshop • Logistics and breaks 	10 mins
2. Course	<ul style="list-style-type: none"> • Provide an introduction to the workshop, its purpose, learning objectives, agenda • Introduce facilitator(s) and participants 	20 mins
3. Listening Skills	<ul style="list-style-type: none"> • List the importance of listening skills in business and personal relationships • Explain the principles of effective listening and how to apply them 	30 mins
4. Take a Break!	<ul style="list-style-type: none"> • Energizer 	15 mins
5. Barriers to Effective listening	<ul style="list-style-type: none"> • Define the common barriers to effective listening 	35 mins
6. Listen and Learn	<ul style="list-style-type: none"> • Differentiate between productive and unproductive listening • Methods to develop your listening skills 	35 mins
7. Energizer	<ul style="list-style-type: none"> • Energizer 	15 mins
8. Active Listening	<ul style="list-style-type: none"> • Develop communication by practicing methods of active 	30 mins

	listening	
9. Conclusion	<ul style="list-style-type: none"> Recap of the key learning points in the workshop Q&A session to resolve participant queries 	20 mins
Total Duration		3 hrs 30 mins

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Module 3: Listening Skills

Module Objectives:

- List the importance of listening skills in business and personal relationships
- Explain the principles of effective listening and how to apply them

Share some of your experiences with bad listening.

Studies have shown that adults spend an average of 70% of their time communicating in one form or the other. Out of this, 45% is spent in listening!

Activity 1: Quick Thinking

Objective: This activity will test your listening skills

Pay attention to the questions that the instructor asks you and answer them immediately. Did you answer the questions correctly? Make a note of your key takeaways from this activity.

Activity 2: Active Listening

Objective: Groups activity to help you analyze how it feels to be a speaker and listener with bad active listening.

In groups of four, play the storyteller, listener, and observer. How did this activity make you feel? What were your experiences as a storyteller and as a listener? As an observer, what did you notice?

Seven Key Principles of Listening

Here are the seven key principles of listening:

1. Stop talking: Let the speaker finish talking. How do you apply this principle in conversations?

2. Lose distractions: Don't let things distract you from the conversation. How do you apply this principle in conversations?

3. Put the speaker at ease: Make the speaker feel comfortable with eye-contact, reassurances, etc. How do you apply this principle in conversations?

4. Be patient and empathize: don't interrupt the speaker, give them time to collect their thoughts and share them. How do you apply this principle in conversations?

5. Watch the tone: The tone can tell you a lot about what the speaker is trying to say. How do you apply this principle in conversations?

6. Look for the big picture: Look at things from the speaker's perspective and find the big picture. How do you apply this principle in conversations?

7. Don't forget the non-verbal cues: Keep your eyes open for any non-verbal cues from the speaker. How do you apply this principle in conversations?

Useful Tip:

Next time you watch your favorite movie; try to identify the key listening principles in the characters. Are they distracted? What is their body language like? Does it seem like they understand what the speaker is trying to say? What cues from the speaker are they missing?