Each of us has felt the positive impact of being in the presence of a great listener. You leave the experience feeling understood, empowered and with a connection to your counterpart. Truly knowing your audience is crucial to influencing and leading others – and that knowledge comes from listening.

This half-day workshop for up to 36 people is designed to leverage the power of listening in day-to-day conversations. Participants will learn how to stay in the moment to actively listen, show empathy and understanding, and have balance between listening and driving a conversation forward. Small group work and interactive exercises will give participants essential tools for fostering understanding, clarity and collaboration in a variety of work situations.

We’ll ask lots of questions about the participants before the program, their challenges and goals – all so that we can completely customize examples and application specifically to them. Here’s a snapshot of the core principles covered in a half-day:

- The Communicator’s Roadmap: Learn how to intentionally create the most effective experience and boost emotional connection through listening.
- Understand the real differences between hearing, listening and high-interest listening.
- Learn the essential listening behaviors that show you are with them: nodding, verbal minimums, authentic paraphrasing, and more. Exercises to practice and apply the skills.
- Listening to understand, not just reply:
  - Exercise using questioning and paraphrasing to show interest, clarify information and reach understanding.
  - Switching agenda exercises to take the focus off of you and put it on them
  - “Listening” to the speaker’s non-verbal messages and adjusting your approach accordingly
- What empathy really feels like and how to achieve it. Exercise to practice responding with empathic phrases.
- Understand and overcome the roadblocks to effective listening – the visible and invisible distractions are getting in your way.
- The keys to better listening: choosing the right environment, time and behaviors.
- Leaders practice balanced conversations. Learn when and how to drive discussion toward action and when to open up to more input and discovery with culminating exercise practicing these skills.
- How to adapt your conversation for the four different styles of communicators: Direct, Logical, Friendly, and Persuasive.
- Develop individual action plans for continuous improvement.