

## ACTIVE LISTENING SKILLS FOR COMMUNICATION COURSE OUTLINE

<b>COURSE CONCEPT</b>	<p>“When you talk, you are only repeating what you already know. But if you <i>listen</i>, you may learn something new.” – The <i>Dalai Lama</i>.</p> <p>Active listening means giving people our undivided attention to understand them, their situations, and emotional experience. Empathic listening is the highest form of listening. Empathic listening enables us to understand the message, the feelings, and motivations. We respond with compassion through words and, where necessary, silence.</p> <p>By enhancing these skills, we develop a bond of empathy to deeply understand the other, build rapport and enhance our relationships with colleagues, family, and friends.</p>
<b>AUDIENCE</b>	Individuals seeking to improve their listening and empathy skills to effectively communicate, interact, and work with individuals and groups.
<b>AIMS</b>	<p>Develop active and empathic listening skills to understand the message, feelings, and motivations through the lens of the other.</p> <p>Respond to the message with compassion through words and silence, and improve your relationships at work and in your personal life.</p>
<b>COURSE CONTENT</b>	<p>The course covers the elements of interpersonal communication that include:</p> <ul style="list-style-type: none"> <li>• Empathic listening</li> <li>• Active listening – helpful hints</li> <li>• Types of listening</li> <li>• Improving your listening skills – preparation, attending and rapport building</li> <li>• Characteristics of empathic listening</li> <li>• How to be an empathic listener</li> <li>• Example of empathic listening between two colleagues</li> <li>• SOLER technique to improve your listening</li> <li>• Benefits of empathic listening</li> </ul>
<b>LEARNING OUTCOMES</b>	<p>On completion of the program, participants will be able to:</p> <ul style="list-style-type: none"> <li>• Understand the importance and characteristics of empathic listening to understand and build rapport with others</li> <li>• Improve active and empathic listening skills through preparation, body language, asking open-ended questions, attending and rapport building</li> <li>• Identify the types of listening, its technique and purpose</li> <li>• Apply the steps to being an empathic listener</li> <li>• Apply the SOLER technique to improve listening</li> </ul>

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<b>LEARNING ACTIVITIES</b>	<p>The <b>online</b> course consists of the theory with a range of interactive activities:</p> <ul style="list-style-type: none"><li>• Questions and reflective activities</li><li>• Interactive activities that apply your learning</li><li>• Practice listening skills with feedback</li><li>• Self-evaluation of your qualities of empathic listening, with strategies to develop each quality</li><li>• View videos with reflective learning</li><li>• Write an Action Plan to achieve your career goals</li></ul>
<b>DURATION</b>	Self-paced learning, approximately 2 hours.
<b>FURTHER INFORMATION</b>	<p><a href="http://careercoaching.training">careercoaching.training</a> <a href="mailto:hello@careercoaching.training">hello@careercoaching.training</a></p>