

Listening Skills

The programme will enable participants to apply effective listening skills and techniques. This hands-on workshop allows learners to make use of personal examples, case studies and role plays to anchor the learning and identify stumbling blocks and resources that improve effective listening skills. The primary aim of this workshop is to enhance effective communication.



COURSE DURATION: 1 DAY



About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: 4
Credits: n/a

Target Audience

The target audience would typically consist of any person interested in the art of effective listening.

Training Methodology

The methodology is based on interactive learning ie: learners will learn by doing. Furthermore, learners make use of examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all Quintica training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Course Outline

This 1 day course will cover the following modules:

Module 1: Listening the master skill:

- Importance of relationships
- Importance of self awareness
- Listening and interpersonal power
- Levels of listening

Module 2: Barriers to effective listening:

- Biased listening
- Physical barriers
- Semantic barriers
- Belief systems
- Language barriers
- Perception and values
- Attitude
- Unsolicited advice and solutions
- Interruptions

Module 3: Steps to effective listening:

- Listening to understand
- Understanding both content and emotion
- Desire and commitment to listen
- The difference between intent and result
- The relationship between perception, reception and attention

Bookings and Enquiries

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