

Critical Listening Skills & Effective Questioning Skills

Learn how to use proven techniques to sharpen your listening skills and how to pick up hidden messages in communication. In almost every business, most mistakes that managers make are to do with people, and communication difficulties account for around 80% of them. The most essential skills in communication are how to listen critically and ask the most effective questions to trigger the right answers.

YOU WILL LEARN

- Apply the basic communication model and know how the five senses are used in thinking and language
- Apply the science, skills and techniques of establishing and maintaining rapport with anyone, anytime
- Stay customer-focused and handle problems and complaints
- Overcome barriers to understanding
- Understand the stages of listening
- Understand different kinds of thinking
- Do active listening
- Control your emotions, abilities and attitudes to influence the actions and decisions of your internal and external customers
- Facilitate two-way communication through the focused discussion process
- Use facilitative questioning techniques
- Present feedback effectively

COURSE HIGHLIGHTS

1. Listening to Learn; Learning to Listen
2. Overview of Concepts on Information Theory and Listening
3. The NLP Approach to Effective Communication
4. Techniques to Establish Good Rapport with Listeners
5. Overcoming Barriers to Understanding
6. Understanding the Different Stages of Listening and How to Use Active Listening Techniques
7. Facilitating Two-way Communication through the Focused Discussion Process

DURATION

2 days