

Active Listening for Better Communication effective stance and techniques

Hands-on course of 2 days - 14h
Ref.: EQU - Price 2024: CHF1 550 (excl. taxes)

Active listening helps make relationships more effective in all case, particularly in high-stakes professional communication situations, whether face-to-face or before a group.

EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Increase your relationship efficiency in communication situations

Understand the basics of active listening

Observe and choose suitable communication channels

Get in sync with the other person

Use active listening tools for your professional meetings

HANDS-ON WORK

Scenarios, filmed practice. Group analysis followed by participatory discussions.

THE PROGRAMME

last updated: 01/2023

1) Understand the basics of active listening

- Different levels of stress.
- Keys to improving your listening stance.
- Challenges and limits of active listening.
- Assessing your style and listening skills.
- Six attitudes of listening.

Exercise : Self-diagnosis of your own listening abilities. Feedback.

2) Listening to yourself to gain a better position in a win-win relationship

- The notion of needs.
- Difference between need and demand.
- Practicing listening to yourself using the self-empathy technique.
- How to phrase a request.

Exercise : Practicing the self-empathy technique. Group debriefing on habits put to use.

3) Listening to the other person to earn their trust

- Setting basic rules in the relationship.
- Observing and adapting to the person you're speaking to (verbal and non-verbal).
- Getting in sync with the other person.
- Choosing suitable communication channels.
- Agreeing to disagree, validating the other person's emotions.
- Remaining available for them.

Exercise : Practicing getting in sync. Collective debriefing.

4) Learning active listening tools

- Developing congruence between your verbal and non-verbal communication.

PARTICIPANTS

Anyone who wants to increase their listening skills to facilitate professional exchanges.

PREREQUISITES

No particular knowledge.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

- Incorporating different rephrasing techniques.
- Giving signs of recognition and appropriate feedback.
- Using silence effectively.
- Reconciling listening and note-taking.

Exercise : Role-playing: Putting active listening into practice. Collective debriefing.

5) From active listening to effective relationships

- Setting a clear goal.
- Mastering the steps of the meeting.
- Questioning and influencing with integrity.
- Knowing how to conclude the meeting.

Exercise : Role-playing: Simulations of professional listening situations. Collective debriefing.

DATES

REMOTE CLASS

2024 : 04 Jul, 21 Nov