



LISTENING: THE PERFECT GIFT

LISTENING: THE PERFECT GIFT employs proven Dimensional® listening skills needed to plan and conduct productive interactions that produce successful results.

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Are you a good listener? It is difficult to assess how well we listen. Friends and coworkers seldom tell us, and we normally don't ask others to evaluate our listening practices. Only the chronic violators, who have been told they talk too much and that they don't listen, think about their listening. Most of us are simply unaware of how well we listen.

In this fast-paced information age, where decisions must be made in a nanosecond, the inability to listen can be costly, even life-threatening in many professions. While we've all heard of presentation skills courses, how often have you been offered a listening class?

The objective of this new workshop is to make participants better listeners by using relevant, real-life situations, rather than hypothetical cases, to learn and apply listening concepts. Equipped with these newly acquired skills, learners complete practices, receive feedback, and develop a listening improvement plan to implement back on the job.

PERFORMANCE ADVANTAGES

This one-day, learn-by-doing workshop teaches participants what active listening is and how to become a better listener. They learn:

- How to identify good listening
- The costs of poor listening
- To overcome obstacles to effective listening
- How to listen for content, understanding, and personal feelings
- Probes that foster listening for understanding
- Tools to promote empathic listening
- Four patterns of listening behaviour
- The Listening Cycle: Connect, Concentrate, and Collaborate.

HOW IT WORKS

To individualise the process, learners receive a personal listening assessment composed of data from coworkers and friends, plus a self-evaluation.

In the workshop, participants establish why learning to listen is difficult. They identify personal and external listening barriers/obstacles and learn how to prevent and overcome them.

Participants learn to listen at three levels: for content, for understanding, and for feelings. They are taught probes to facilitate listening for understanding and to achieve the benefits of empathic listening with others.

To maximise their flexibility in dealing with a variety of listening behaviours, they learn to use Psychological Associates' Dimensional® Model of Behaviour™.

Combining skills and applying them to a real-life case in the Listening Cycle Planner, participants plan and practice what they have learned. They leave the workshop with a personal listening improvement plan based on practice and feedback.

Video demonstrations augment and reinforce the programme's concepts by providing Q4 behaviour models for participants to use when planning how to improve listening on the job.

KEY LEARNING INSIGHTS

Participants learn:

- *Their level of listening effectiveness.* A personal listening assessment illustrates areas of strength and areas for improvement.
- *To size-up others.* They identify their listening behaviour and the listening behaviour of coworkers, using the Dimensional Model of Behaviour.
- *To communicate effectively.* They use probing, listening, and communication skills with others.
- *The Listening Cycle.* They find out how to connect, concentrate, and collaborate to plan and achieve effective listening.
- *The Listening Planner.* They learn to apply principles of the Listening Cycle to their real-life scenarios.
- *Receptivity and motivation of others.* Participants gain receptivity and promote motivation with effective Q4 listening.
- *To create a commitment statement.* Participants partner with teammates to produce personal improvement plans to use back on the job, then promise to follow up with each other.

BUILT ON PROVEN PRINCIPLES

LISTENING: THE PERFECT GIFT is built on Psychological Associates' success in interpersonal skills development for over 50 years. The programme has a strong foundation in behavioural science, based upon the Dimensional Model of Behaviour.

FOR MORE INFORMATION

LISTENING: THE PERFECT GIFT can unleash the potential of your organisation's most critical objectives. To learn more, please contact a Gerry or Ray at Polaris HR Ltd.

(Over)



LISTENING: THE PERFECT GIFT
Executive Summary

Audience	People who work with others.
Purpose	To identify effective listening and how to use its concepts and skills to become a better listener.
Time	One day.
Delivery	Live with PowerPoint and learning activities, augmented by video demonstrations.
Schedule	Assessment, workshop, on-the-job application.
Objectives	Participants learn to: <ul style="list-style-type: none">• Become better listeners• Recognise their listening strengths and deficiencies• Identify and understand their own and others' listening behaviors• Adapt to work effectively with a variety of listening behaviors• Listen for content, understanding, and feelings• Prevent and overcome listening barriers and obstacles• Plan and use more effective listening techniques with others• Connect, concentrate, and collaborate to improve listening• Use the power of Q4 listening skills.



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