

Participant Benefits

Remove Listening Blocks

Learn to overcome your communication barriers by using active listening skills to anticipate and remove common listening blocks and improve the outcomes of verbal interactions.

Improve Responding Skills

Promote a climate of mutual understanding and respect by becoming skilled at listening attentively and empathically for more productive interaction with a wide variety of people.

Respond Effectively to People Under Stress

Learn how to implement strategies for minimizing and resolving conflict by drawing on emotional and intellectual abilities when responding to people who are under stress.

Develop Verbal and Nonverbal Skills

Improve your ability to influence others by learning important verbal and nonverbal skills that make successful dialogue possible and help open others' ears to your point of view.

Improve Personal Effectiveness

Develop your conversational abilities by bringing out both emotional and logical perspectives on issues. Discover how to frame clear conversations, and learn to use techniques for warming up the relationship climate with individuals and groups.

What participants say about

Listening & Responding

"What I have found most noticeable since taking this course is when someone is talking to me I have stopped rushing ahead in my mind adamant that I know what they want and where they are going. This helps me truly focus on the person as one who has the right to be listened to. It also lays groundwork for sound communications skills. Thanks so many times for such a wonderful day!"

"Since taking your course I have discovered trigger words that before would get me upset or frustrated. Now I try to focus my attention on what is truly being said before I respond."

"With an unruly client on the phone I will smile - it comes through in your voice. This takes the edge off their anger and frustration and it is easier to come to a positive resolution."

"Seeing the difference between 'real' and 'working' relationships, I am now working towards being a more pro-active listener and communicator. Thank you."

"I realized from the conflict drama triangle in this course that I have gradually taken on the behaviour of the 'villain'. These negative feelings were affecting my outlook and attitude at work. I am now able to change and move outside the triangle, whereas before the situation would only have worsened. Thank you!"



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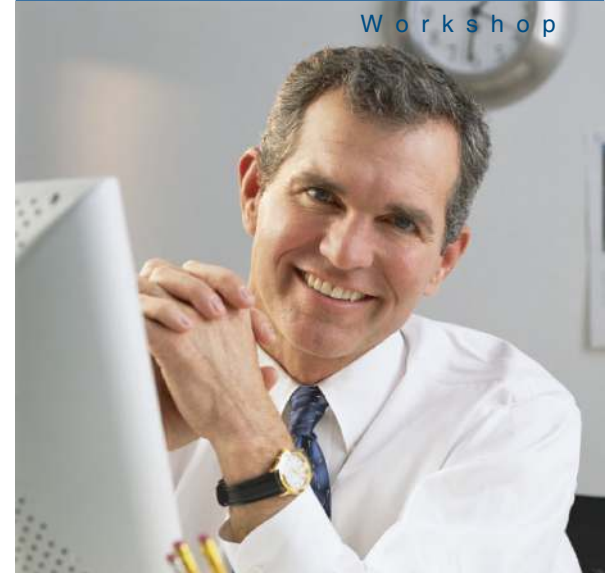
Unlocking Learner Potential

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The Dynamic Series

Listening & Responding

W o r k s h o p



Moving from dogmatic,
position-based resolutions to
more genuine, interest-based
resolutions

For more information or
to register, please call:

(604) 632-4042

Workshop presented by:

clearconsultants.com

Course Outline

Listening & Responding teaches simple and effective techniques for removing listening blocks and responding to clients in a listener-friendly manner.

Participants will learn how to improve communication skills by moving from dogmatic, position-based resolutions to more genuine, interest-based resolutions.



Listening & Responding is highly recommended to staff, senior officers, and managers who want to learn basic and advanced communication techniques. The workshop includes:

- Short presentations
- Group work in listening and speaking
- Oral presentations
- Active participation
- Exploration of consensus-finding techniques
- Ongoing peer and instructor feedback

All participants will receive a listening and responding skills workbook, as well as a textbook on improving business listening skills.

Learning Objectives

This course teaches participants how to listen and respond effectively, and provides participants with the skills necessary to communicate with a wide variety of people. Participants who complete this workshop will be confident in their ability to:

- Overcome mental barriers to **listening well**
- Understand the four **internal blocks to listening**
- Deal with 3 common errors in **appraising speakers**
- Understand and adapt to **cultural differences**
- Adopt a flexible, situation-appropriate **listening approach**
- Understand the **target audience(s)**
- Understand the roles of **emotion** and **logic**
- Respond from a perspective based on **shared interests**



Enquire about booking a **Listening & Responding** group workshop tailored to your organization.

(604) 632-4042

The Dynamic Series

Other workshops in The Dynamic Series include:

Dynamic Writing teaches participants to write clear, results-driven communications.



The workshop focuses on business and technical correspondence, with participants learning how to write memos, emails, letters and documents in up to 40% less time. We'll also look at the importance of

tone and learn how to foster goodwill and collaboration through writing.

Winning Communication Skills teaches participants a range of flexible, reliable communication skills they can use to work successfully with a wide range of people. Our facilitators help each participant identify his or her individual personality type, and learn how to work with other types that pose particular challenges.



Unlocking Learner Potential

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