COURSE SYLLABUS

Developing Dynamic Listening Skills Training

This accelerated workshop teaches active listening, body language, and effective questioning. Reduce communication barriers and improve your talk ratio.

Group classes (Live Online) and onsite training are available for this course. For more information, email corporate@nobledesktop.com or visit: https://www.nobledesktop.com/classes/dynamic-listening-training-nyc



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Course Outline

Module 1 – Being a good listener

I. What does it mean to be a good listener?

- Who is the best listener you know? What do they do right?
- Listen because you are curious, not generous
- Listening has no agenda

II. Communication blockers

- "Why" questions
- Interrupting, preaching, unsolicited advice
- Dismissing the other person's feelings

III. How to become a better listener

Active listening vs. distracted listening

Module 2 – Active listening techniques

IV. What does active listening look like?

- Tell yourself you will tell someone else about this conversation later on
- Check to ensure you understand
- Active listening: restate, summarize, ask questions

V. Body language

Look at two video clips

VI. Questioning techniques

- Include people in conversation/decisions: What do you think?
- Ask open-ended questions, avoid closed/leading questions

Module 3 – The talk ratio

VII. When to talk

- Consider why you are talking
- Interjections, minimal encouragers

VIII. When to give advice

- Not everyone is looking for advice
- How can I best support you?

IX. Active listening exercise

- Summarize what is being said
- Ask questions