

# 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 in Live Online and onsite training is available for this course. For more information, email [corporate@nobledesktop.com](mailto: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