



## PROFESSIONAL COMPETENCY: lead worker

# EFFECTIVE LISTENING SKILLS

Although everyone talks and listens to one another, they may not be communicating effectively. Most people are so busy thinking of what they want to say next that they often miss important cues for success. Effective Listening Skills instructs participants in the art of active listening. Listening has become a “neglected” communication skill. Active listening is a difficult skill to learn, but the payoff can be great. Participants explore the process of listening more effectively and learn specific tools to maximize interpersonal communication.

### Objectives:

By the end of this workshop, participants will be able to:

- **Understand and practice basic listening and rapport building skills for use in leadership positions**

