



Effective Listening Skills

Objectives:

The purpose of this workshop is to:

- To provide participants with an overview and practice of basic listening and rapport building skills in order to increase internal and external customer service awareness and abilities
- Participants will be able to apply active listening skills to real work situations



Summary

Effective Listening Skills instructs participants in the art of active listening. Listening has become the “neglected” communication skill. Many do not realize that listening takes a lot of work, but the payoff can be great. Active listening requires the listener to receive the message not only with their ears, but also with their heart and eyes in order to fully understand it.

The third class in the Lead Worker Academy, Effective Listening Skills, provides workshop attendees with overview of **basic listening and rapport building skills for use in leadership positions**. Learners are given tools to work with and opportunities to practice those skills.