



# Listening Skills

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## The Baobab Centre Inspiring potential and growth

### Listening Skills

Having good listening skills is crucial to good team work and sound management practice. It is a skill we often believe we have but in fact very few of us actually listen and hear what people are saying to us.

As a consequence managers, supervisors and co-workers who are often so keen to support and facilitate a change in a conflicted or difficult situation they actually fail to listen carefully first, often missing the emotional content and therefore misinterpreting the difficulty, this leads to solutions that do not quite resolve all the issues involved. It is for this reason that some staff keep returning to the same old issues.

Enhancing practical skills in communication makes working with these situations more effective.

Our 2 day training involves looking at the theory and principles of listening, learning and practising micro skills in triads, receiving expert observer feedback, working on practice between the days and developing enhanced skills. Leading to a deepened understanding of skills and barriers to effective listening.

#### What are the advantages?

- To become aware of body language and non-verbal communication.
- To gain an understanding of how personal attitudes can interfere with effective communication.
- To appreciate what is required from a good listener.
- To learn how to identify the core messages to be communicated and how to communicate these concisely and accurately.
- To understand how to choose an appropriate communication style to best meet the needs of the audience.
- To improve the level of response offered to staff in stressful or difficult situations.
- To improve the ability to manage conflict and difficult relationships at work.
- Time saving for managers as the need for repeated conversations diminishes.
- Increased satisfaction amongst staff leading to greater productivity.
- Increased communication between staff leading to more creative working.
- More effective, time efficient meetings.

**Course length:** This course is offered as a 2 day workshop: 9.00 - 4.30 pm.

**Course fees:** If a group of 8-15 books the course the fee is £1010 per day inclusive of VAT.

**Booking:** To book or find out more telephone Nic Neath on 01904 422733 or email office@baobabcentre.com. Alternatively, this course can be offered as an 16 hour individual coaching programme at £62 per hour.