

Continuum



Communication Skills for Work and Life: Listening and Being Heard

Who would gain from this presentation:

- *Anyone wanting to improve interpersonal communication/active listening skills.*
- *Sales-driven and customer services organizations.*
- *Any team member from front line employees to managers.*

Whether you are a manager, supervisor or frontline employee, there are always opportunities to improve communication. Effective communication is the key to any successful relationship; while ineffective communication is the primary reason relationships break down. Just as employees learn the technical requirements of their jobs, they must also learn to talk with and listen to each other, and their customers effectively. Often, interpersonal problems occur when people don't communicate clearly, and listeners don't pay attention.

Besides the basics of interpersonal communication, this workshop discusses ways of holding one's self more accountable for effective communication. Attendees will have the opportunity to develop strategies for improving their own listening skills as well as sending messages in a way that gives listeners the best chance to understand.

*What People are Saying About **Listening and Being Heard**:*

"I liked the listening quiz."

"This will help me communicate with co-workers more effectively."

"The speaker kept my attention and made the class interesting."

"I'll be aware of my body language."

"Not a canned presentation; I heard things I haven't heard before."

"I liked the helpful reminders for positive communication."

"Lively and entertaining; learned lots."

"I will be more aware of the non-verbal cues I send and receive."

"I liked the interaction."

"I enjoyed Kevin's humor."

"Great instructor."