

Listening and Speaking to Enhance Understanding

Develop positive listening and conversational skills for greater teamwork, stronger relationships and fewer misunderstandings in the workplace

(1-day Program, max 25 participants)

It is always surprising when, despite speaking clearly and in the same language, there are still time-consuming and sometimes expensive misunderstandings. When misunderstandings occur, we usually believe the speaker is to blame, but sometimes it's the listener who was unfocused or jumped to conclusions. We can all improve the way that we listen and also sharpen our focus with simple listening strategies that can greatly improve understanding. This programme offers new strategies for listening and collaboration that can improve teamwork and colleague relationships while reducing misunderstandings in the workplace.

Objectives

1. Enhance understanding and collaboration among team members
2. Develop a more positive and open mindset when it comes to listening
3. Reduce time-wasting misunderstanding due to poor listening
4. Clarify your speech so you are better understood
5. Learn to read and use non-verbal communication to your advantage
6. Use your voice to enhance and strengthen your messages
7. Increase meaningful collaboration and build stronger relationships

Programme Highlights

The Challenges of Listening

- Common listening challenges and how to overcome them
- Developing positive listening habits
- Being an open-minded and non-judgemental listener
- Communicating that you're listening

Listening to What Isn't Being Said

- Reading non-verbal signals
- Adding emphasis to your message through body language
- Understanding tone and its importance
- Using your voice to communicate more than just words

From Listening to Collaborating

- Asking the right questions
- Responding appropriately to others
- Discourse timing – when's it your turn?
- Listening when it's hard

Clarifying Your Messages

- Top strategies for speaking clearly
- Voice projection and its importance
- Being understood by global audiences

