



Active Listening

Description

In order to hear what the other person wants to say, it is not enough to simply listen. Important information can be lost if the listener does not fully concentrate on their conversation partner and - where necessary - encourage them to continue talking. One method for shaping this communicative process effectively is "active listening". It provides guidance that allows listeners to truly understand the concerns of the other party. Therefore, "Active listening" is one of the most important communication tools for team workers and managers. "Active listening" shows participants how to achieve better results through concentration and verbal control techniques.

Target Audience

Staff who need an excellent flow of information; team workers; managers; young managers who wish to communicate more effectively

Learning Objectives

- Being able to use active listening as a method
- Using the advantages of active listening to hold more effective discussions with staff, colleagues and partners
- Effectively using the different techniques of active listening
- Being able to hear what colleagues, staff and team colleagues need, in order to be able to work productively