

Active listening

Length:	2 days
Venue:	Your facilities/Online
Calendar:	TBA
Group size:	5 to 15 persons
Target audience:	Anyone willing to improve the quality of their interpersonal exchanges
Trainers:	Laurence Moss, Marine Pansu

Active listening enhances interpersonal effectiveness in all circumstances, and particularly in high-stakes professional communication situations.

Overall pedagogical objective

Master respectful and empathic interpersonal communication

Specific pedagogical objectives

- Identify habitual practices
- Enhance relational effectiveness
- Understand the basics of active listening
- Observe and choose appropriate communication channels
- Use active listening tools for professional interviews

Teaching method

We offer a participative training approach that allows everyone to express and share their ideas. The training is tailored to your needs.

Programme

- Identify the different levels of active listening
- Know the key elements to improve your listening posture
- Understand the challenges and limits of active listening
- Personal and group assessment
- Study the different listening attitudes
- Understand the notion of need
- Practice listening to oneself
- Know how to formulate a request
- Observe and adapt to your interlocutor (verbal and non-verbal)
- Giving appropriate signs of recognition and feedback
- Use silence effectively
- Mastering interview etiquette
- Question and influence with integrity
- Concluding the interview

This training is offered in French and English