

# THE ART OF LISTENING

Course Code: 821247

Strengthen communication, build trust, and lead more effectively through intentional listening.

Listening is one of the most essential—and often overlooked—skills in effective communication. Many professionals listen to respond rather than to understand, which can lead to miscommunication, missed opportunities, and weakened relationships. This course focuses on developing intentional listening skills that improve clarity, strengthen connections, and enhance overall effectiveness in the workplace.

You will learn how to move beyond passive hearing to active, engaged listening. Through practical techniques and real-world scenarios, this course helps individuals recognize common listening barriers, ask better questions, and respond thoughtfully. The result is stronger collaboration, improved problem-solving, and more meaningful interactions across teams.

## What You'll Learn

By the end of this course, you will be able to:

- Differentiate between hearing and active listening
- Identify personal and environmental barriers to effective listening
- Apply techniques to improve focus and attention during conversations
- Use questioning and paraphrasing to ensure understanding
- Demonstrate empathy and emotional awareness while listening
- Respond thoughtfully to enhance communication and relationships
- Build trust and credibility through effective listening behaviors

## Who Needs to Attend

- Managers and team leaders
- Customer-facing professionals
- Project managers
- HR and Learning & Development professionals
- Anyone looking to improve communication and interpersonal effectiveness

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VIRTUAL CLASSROOM LIVE

\$895 CAD

1 Day

## Virtual Classroom Live Outline

### Why Should You Listen?

- What's In It for You?
- What's In It for Your Organization?
- What Do You Know About Listening?
- The Joy of Small Change

### Four Key Elements of Good Listening

- How to Be a Good Listener
  - ☒ Key Element 1: Hear the Message
  - ☒ Key Element 2: Interpret the Message
  - ☒ Key Element 3: Evaluate the Message
  - ☒ Key Element 4: Respond to the Message

### Your Listening Style

- You Are Unique
  - ☒ The Promoting Style
  - ☒ The Supporting Style
  - ☒ The Directive Style
  - ☒ The Analytical Style

### What's Your Listening Attitude?

- A Listening Attitude: Your Key to Success
  - ☒ Barriers to Communication
  - ☒ Bridges to Communication
  - ☒ How Well Do You Listen?
  - ☒ How to Stomp Bad Listening Habits
  - ☒ How to Help Someone Listen to You

## Ten Tips for Tip-Top Listening

- Listening Louder
  - ☒ Tip 1: Take Notes
  - ☒ Tip 2: Listen Now, Report Later
  - ☒ Tip 3: Want to Listen
  - ☒ Tip 4: Be Present
  - ☒ Tip 5: Anticipate Excellence
  - ☒ Tip 6: Become a 'Whole Body' Listener
  - ☒ Tip 7: Build Rapport by Pacing the Speaker
  - ☒ Tip 8: Control Your Emotional 'Hot-buttons'
  - ☒ Tip 9: Control Distractions
  - ☒ Tip 10: Listening Is a Gift, Give Generously
- Develop a Personal Action Plan

Jun 18 - 18, 2026 | 10:00 AM - 3:30 PM EDT

Aug 25 - 25, 2026 | 10:00 AM - 3:30 PM EDT

Oct 22 - 22, 2026 | 10:00 AM - 3:00 PM EDT

Dec 21 - 21, 2026 | 10:00 AM - 3:30 PM EST



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PRIVATE GROUP TRAINING

1 Day

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