

learning
equals
development

EQV Course Outline



■ Active Listening

■ 1 Day

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EQV (UK) Ltd, The Mill House, Dovecote Court, Potters Marston, Leicestershire, LE9 3JR

Active Listening (1 Day)

Business Benefit

Poor listening skills lead to misunderstanding, lost orders, customer complaints and staff disagreements. Improving listening skills can increase profits as well as lead to a better working environment.

Who Should Attend?

Delegates who are looking to improve communication and interpersonal skills in their working environment

Learning Objectives

*By the end of this course
you will be able to...*

- Describe the difference between 'Actual' and 'Active' listening
- Demonstrate 'Active Listening Skills'
- Appreciate the role of Listening in Effective Communication
- Develop a personal Action Plan to Improve Listening Skills

Course Content

- The 'Internal' and 'External' Aspects of Listening
- The importance of Non-Verbal Communication
- 'Actual' and 'Active' Listening
- Barriers to Listening
- The Impact of Behaviour on Listening
- "Assertive" Listening Skills
- Personal Development Plans

2011
Jul 05
Aug 04
Sep 05
Oct 05
Nov 04
Dec 01

2012
Jan 05
Feb 03
Mar 05
Apr 04
May 03
Jun 08
Jul 05
Aug 07
Sep 03
Oct 23
Nov 23

You may also be interested in

Managing and Resolving Conflict, Recruiting and Interviewing Skills

Training Locations

Leicester, Sheffield, Liverpool, Manchester, Basingstoke, London

Price:
£395
per person

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided, catering for a variety of dietary needs.

What Delegates Say about this course

"Easy to understand and useful in determining what I have been doing wrong!"

"Very good and informative"

"Exceptional"

