

# Academy of Training

## Active Listening and Communications Skills

### Overview

In today's challenging business environment, the ability to listen actively and communicate effectively is more critical than ever. Active listening goes beyond simply hearing words - it involves fully understanding, interpreting and responding to messages in a way that builds trust, strengthens relationships and drives better outcomes.

For managers, team leaders and other business professionals, honing these skills can lead to clearer communication, reduced misunderstandings and more productive collaboration across teams and with clients. As a result, they will become not only more effective in their roles but also trusted advisors who will listen, understand and go the extra mile to deliver the very best for those who rely on them and the services they provide.

### Objective

This objective of this one-day workshop is to assist participants in strengthening their ability to listen actively and communicate with clarity, empathy and confidence. By building these skills, they will be better able to reduce misunderstandings, avoid common communication barriers, handle difficult conversations more effectively and ultimately build stronger, more collaborative professional relationships.

**Content:** Topics covered in the workshop include:

- Barriers to effective communication and active listening
- Roadblocks in communication and how to avoid them
- Verbal and non-verbal communication cues
- The impact of tone, body language and context
- Principles of active listening; what it is and what it is not
- Demonstrating attention and interest in others
- Questioning, fact finding and paraphrasing techniques
- Avoiding distractions and assumptions
- Building empathy and understanding
- Listening for meaning beyond words
- Showing respect and acknowledgment
- Techniques for handling difficult conversations
- Giving and receiving constructive feedback
- Developing a personal action plan for improved communication.

### Resultant Benefits

On completion of the workshop, participants will be able to communicate with greater clarity and confidence, listen actively and respond thoughtfully in conversations. They will be able to recognize and overcome common communication barriers as well as handling challenging situations with greater ease and professionalism. As a result, they will be able to strengthen relationships by building respect, gaining trust and delivering better outcomes.

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