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The Business of Listening



Applying powerful, or active, listening is a make- or-break strategy for professional success. Impactful use of active listening skills demonstrates savvy, attentiveness and a willingness to collaborate – all desired qualities for any organizational role.

This interactive presentation includes exercises that will engage your senses in learning how to be an active listener, what to avoid that can challenge your success and connect you with your natural ability to listen more -- because you have two ears and only one mouth!

By attending this session, you will learn to:

- ❖ Tame distractions when listening to others
- ❖ Listen for understanding instead of advising or worse yet, criticizing the speaker
- ❖ Improve your relationships at work – and at home – by using active listening skills to connect with the other person's needs.