

# Listening And Communication: Hello ...

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## Overview:

Poor listening costs money. It results in lost contacts, inaccurate reports and orders, dissatisfied customers and workers, and lower production output so by the time a verbal message travels from the executive level to the sales level 80% of its content has been lost. The inescapable conclusion is that good listening skills translate not only into better communication but into more dollars as well. This training program will examine the basic structure of listening, define the skills needed for effective and responsive listening, and teach critical listening techniques. You will learn and practice auditory memory skills, analyze different behavioral communications styles, and examine your own message-sending skills. Studying and mastering accurate and effective listening will enable you to build winning relationships with prospective clients, customers, employees, and team members.

## Learn:

The tools this program provides will make you more effective. You will see an improvement in the quality of information and feedback you are getting an easier resolution for problems, and shorter and more effective meetings. You will find that if you implement constructive listening techniques on a company-wide basis there will be an increase in creative flow between departments, individuals and clients, and a decrease in petty annoyances, complaints, and territorialism.

## Objectives:

- ❖ Learn the value of increased listening skills in your organization.
- ❖ Discover and understand the inevitable changes that written and verbal messages undergo.
- ❖ Define the skills needed for effective and responsive listening.
- ❖ Learn and practice auditory memory skills and analyze different communication styles.
- ❖ Examine your own message sending skills.
- ❖ Learn the difference between one-way and two-way communication.
- ❖ Practice asking the right questions in communications exercises.
- ❖ Translate what you learn into action.

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# Outline:

## **Structure Of Communication And Listening**

- A. Messages -- Delivery, Reception, And Changes That Inevitably Occur
  - 1. Psychological and physiological blocks
  - 2. Verbal versus written words
- B. One-Way Versus Two-Way Communications
  - 1. Asking the right questions
    - a. timing and style
  - 2. Being more personable
- C. Behavioral Styles
- D. Managing Conflict With Assertiveness
- E. Non-Verbal Cues
  - 1. Using words with gestures

## **Breaking Down Communication Barriers**

- A. Examining Your Message -- Sending Skills
- B. Active And Responsive Listening
  - 1. Critical listening
- C. Improving Meeting Effectiveness

## **Strategies For Enhanced Communication**

- A. Giving Accurate Information And Get Accurate Feedback
- B. Using Less Time, Maintain Professional Contacts, Keep Accurate Records
- C. Strengthening Relationships With Customers, Clients, Staff And Team Members
  - 1. Lessening frustration and creating satisfaction

## **Action Plans**

- A. What Have You Learned?
- B. What Are You Going To Do With It?
- C. What Are Your Immediate (Short Term) Goals
- D. What Are Your Future (Long Term) Goals