



Tell Me What You Think...

Proficient listening skills reduce misunderstandings among people and contribute to teamwork and constructive conflict management. An overview of the listening process provides the background for understanding what gets in the way of one's ability to listen, along with techniques that can improve listening capability. Participants will learn:

- 1 Active listening skills such as restating, reflecting, clarifying, paraphrasing, and summarizing
- 2 Understanding the effects of body language on the listening process
- 3 Listening for facts and feelings
- 4 How to ask neutral questions