



Course Name

THE ART OF EFFECTIVE LISTENING: BECOMING A MORE EFFECTIVE BUSINESS COMMUNICATOR

This course is designed to be interactive and participatory, and includes various learning tools to enable the participants to function effectively and efficiently. The course will use presentations and facilitation by the trainer, group exercises, roundtable discussions, video clips, case studies and debriefing.



Reach New Heights | Training & Consulting
An ISO 14001:2015 ISO 9001:2015 Certified Company



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Duration:
Five Days



Location:
TBD



Date:
TBD





Few Words About Boost

Our solutions are fully customized and designed based on the needs of our clients

BASED IN ABU DHABI
SINCE 2001
WE HAVE A PROVEN TRACK



VISION

"The only thing worse than being blind is having sight but no vision".

To be recognized as the partners' first choice in the field of Learning and Development locally and globally



MISSION

Enable our partners achieving their objectives

by designing innovative learning and development solutions which will boost people performance and business results as well.



VALUES

Driven by five core values which will form the basis for every decision...

- ✓ Result Orientation
- ✓ Partners' Success
- ✓ Passion
- ✓ Commitment
- ✓ Innovation

Why Us?

- 01 Interactive Engaging Courses
- 02 Recognized Certificates
- 03 Wide Range Of Training Subjects
- 04 Global Training Centers
- 05 In-House & Customized Courses
- 06 Internationally Certified Instructors
- 07 Advanced Reporting System



10,000 People Trained a Year, with 98% Satisfaction Rating

Our talented team of international instructors have exceptional credentials complemented by practical, real-world experience.

SUSTAINABLE SUCCESS

Ever since the firm was founded, Excellence, in one form or another, was part of its credo. The prospect of doing a good job might help a company climb the success ladder but it won't keep the company 'up there'.



American Welding Society
EDUCATIONAL INSTITUTION MEMBER





TRAINING COURSE INTRODUCTION

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Mastering business communication skills are among the most essential factors in becoming an effective business professional. Small business owners understand and appreciate the importance of developing employee listening skills; the ability not only to listen, but to listen actively in a team environment. Well-developed listening skills impact customer interactions and depending on the situation may determine whether customers and clients will stay or go.

This 5-day boost training course aims to help participants become a better business communicator through a range of techniques and improve the ability to listen within and outside the organisation.

TRAINING COURSE OBJECTIVES

AT THE END OF THE TRAINING COURSE, PARTICIPANTS WILL BE ABLE TO:

- ✓ Analyse and have an increased understanding of the techniques of effective listening
- ✓ Become a more effective business communicator through the use and application of practical tools
- ✓ Develop effective communication strategies and techniques
- ✓ Improve interpersonal and professional communication and relationships
- ✓ Identify the skills of communication and focus on the art of listening
- ✓ Apply their new skills actively in the business working environment

TARGET PARTICIPANTS

This 5-day boost training course is designed and beneficial for officers, supervisors, team and group leaders, key personnel of organizations in any industry segment and/or business sector and professionals seeking to improve their communication skills at work through developing their listening skills.





Course Outline

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DAY ONE – CONVERSATION OPENERS AND LISTENING SKILLS

- ✓ The Essence of Communication in Listening
- ✓ Reading and Understanding
- ✓ The Fundamental Advantage of Reflective Listening
- ✓ The First Impression
- ✓ The Importance of the Initial Stages of Conversation
- ✓ How a Lack of Listening at this Stage can Prove to be Damaging



ACTIVE LISTENING

- ✓ Selective Listening, Rephrasing Pertinent Points and Returning them to the Speaker
- ✓ Using Reflective Listening in Conjunction with Passive Listening and Acknowledgement Responses
- ✓ The Prevention of Misunderstanding

PASSIVE LISTENING

- ✓ The use of Eyes and Acknowledgement Tools
- ✓ Learning to be Controlled when Confronted with a Passive Listener
- ✓ The Tendency to Over-compensate with Un-needed Phrases and Words
- ✓ Holding the Listener's Gaze



DAY THREE – ACKNOWLEDGEMENT RESPONSES

- ✓ Appropriate Expressions and Kinetics
- ✓ Paralinguistic
- ✓ Supportive Acknowledgement Responses
- ✓ Keeping the Speaker at Ease





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DAY FOUR – COMMUNICATION BREAKDOWN

- ✓ Background Interference
- ✓ How Misunderstandings, Misconceptions and Poor Judgement are the Probable Outcome of Interference
- ✓ Judgemental Interference
- ✓ Critical Responses



DAY FIVE – COMMUNICATION AND INTERPERSONAL MASTERY

- ✓ Understanding different personality types
- ✓ Are we “difficult” or “different”?
 - How different types get hijacked
 - Respect and the different perspectives
 - Empathy and managing communication barriers
- ✓ Evaluate your personal style and development areas
- ✓ The dynamics of listening and constructive feedback





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THANK YOU

For any clarification or information. Please do not hesitate to contact us

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