

Developing Productive Conversations and Deep Listening

Duration: 1 day

Course Overview

Welcome to the "Developing Productive Conversations and Deep Listening" workshop! This immersive workshop is designed to empower participants with the skills and mindset to engage in meaningful conversations and practice deep listening. Effective communication and active listening are foundational to building strong relationships, resolving conflicts, and fostering a positive and inclusive work environment.

In this training, you will learn communication techniques, empathic listening, and strategies for handling challenging conversations with grace and understanding. By the end of this programme, you will have the confidence and capability to engage in productive conversations, show empathy, and connect with others on a deeper level.

Whether you are a team leader, manager, customer service representative, or simply seeking to enhance your communication skills in both personal and professional settings, this programme will equip you to create more meaningful interactions and build stronger connections.

Join us for an interactive and transformative learning experience that will elevate your communication and listening abilities and help you become a more compassionate and effective communicator.

Who should attend?

This programme is suitable for professionals from all industries and roles who want to enhance their communication and listening skills. Whether you are a team leader, manager, customer service representative, or individual contributor, this training will benefit you if you aim to create more meaningful interactions, build stronger connections, and develop a compassionate and effective communication style.

Context

This workshop instils techniques for communication, handling challenging conversations and conflict and connecting with others on a deeper level.

How certification is earned

Upon successful completion of this course, you will be awarded a certificate of attendance from Expleo Academy.

Prerequisites & pre-reading guidelines

There are no specific prerequisites for this course.

Course Objectives

On completion of this training, attendees will be able to:

- Understand the Importance of Productive Conversations:
 - Recognise the significance of effective communication in various contexts.
 - Identify the barriers to productive conversations and methods to overcome them.
- Develop Active Listening and Empathy Skills:
 - Practice deep listening techniques to understand others' perspectives fully.
 - Demonstrate empathy to create a supportive and inclusive environment.
- Handle Challenging Conversations with Grace:
 - Apply strategies for navigating difficult conversations with tact and understanding.
 - Use assertive communication to express thoughts and emotions constructively.
- Enhance Non-Verbal Communication:
 - Understand the impact of non-verbal cues on communication.
 - Utilise body language and facial expressions to reinforce understanding.
- Build Strong Relationships through Effective Communication:
 - Foster positive connections with colleagues, clients, and team members.
 - Develop trust and rapport through open and honest conversations.
- Practice Reflection and Continuous Improvement:
 - Reflect on communication practices and identify areas for improvement.
 - Implement strategies for ongoing development as a communicator.

Related courses

Attendees may also be subsequently interested in

- Human Relations and Interpersonal Skills

Course Outline

Introduction to Productive Conversations and Deep Listening

- Understanding the significance of effective communication in personal and professional settings
- Identifying barriers to productive conversations and strategies to overcome them

Developing Active Listening and Empathy Skills

- Practicing deep listening techniques to understand others' perspectives fully
- Demonstrating empathy to create a supportive and inclusive environment

Handling Challenging Conversations with Grace

- Applying strategies for navigating difficult conversations with understanding
- Using assertive communication to express thoughts and emotions constructively

Enhancing Non-Verbal Communication

- Understanding the impact of non-verbal cues on communication
- Utilising body language and facial expressions to reinforce understanding

Building Strong Relationships through Effective Communication

- Fostering positive connections with colleagues, clients, and team members
- Developing trust and rapport through open and honest conversations

Practicing Reflection and Continuous Improvement

- Reflecting on communication practices and identifying areas for improvement
- Implementing strategies for ongoing development as a compassionate communicator

Enhance your communication and listening skills through this transformative masterclass and unlock your potential to engage in meaningful conversations and build stronger connections with others. Join us to become a more compassionate and effective communicator who fosters a positive and inclusive work environment.

Training Methodology

This masterclass adopts an interactive and experiential approach. Participants will engage in role-plays, group discussions, real-life scenarios, and practical exercises to apply communication and listening concepts in various situations. Trainers with expertise in communication and interpersonal skills will provide personalised feedback and guidance to enhance participants' abilities. The training will foster a supportive and collaborative learning environment, enabling participants to practice and refine their communication and listening techniques effectively.

Contact

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