

## **Listening for Success: Learning to Use a Key Skill for Personal and Professional Growth**

**Course Description:** The average adult in the United States listens at about a twenty-percent efficiency rate. That means that potentially three-fourths of any conversation is missed or misunderstood! Is it any wonder that divorce rates are so high and the number one complaint on organizational satisfaction surveys is that communication isn't working? Through a series of personal assessments, group activities, discussions and an audio taped listening simulation, participants will explore what it takes to develop effective listening skills.

**Learning Outcomes:** At the end of this session and when applying concepts discussed and demonstrated, participants will be able to:

- Determine your own listening efficiency level through a simulation activity
- Identify barriers to effective communication
- Develop strategies for increasing listening effectiveness
- Use knowledge of your listening style preference, discovered through self-assessment, to develop a personal action plan for listening improvement

**Learning Strategies:** Small group discussion  
Lecture  
Personal Listening Profile (self-assessment survey)  
Brainstorming  
Small group activities  
Audio-based simulation

**Who Should Attend?** All employees

**Course Duration:** One Half (1/2-1) day versions available (depending on depth of information desired)

**Audience Size:** Twenty-four (24)

**Prerequisites:** None