

# Listening Skills



Listening is one of the most important skills you can have. How well you listen makes a significant difference to your job effectiveness, and the quality of your relationships with your colleagues, friends and family.

Being a more skilled listener helps improve your productivity, through your ability to influence, persuade and negotiate. It can reduce conflict and misunderstandings, and result in a more successful workplace.

This workshop will examine:

- Barriers to effective listening
- Active listening skills
- Questioning techniques
- Managing time
- Using support and debriefing

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