

Use active listening to strengthen communication

Description

While it takes a few years to learn to speak, it often takes a lifetime to learn to listen. The key to effective communication is active listening that is practiced on a daily basis. How can you develop your relationship with others by keeping quiet at times?

Course Content

- **Listening as a starting point**
 - Lack of listening and its impact
- **The CARP model**
 - Listen with your eyes too
 - Listening to others rather than yourself
 - Questioning to avoid discrepancies
 - Paraphrasing to show interest
 - Encouraging dialogue
 - Putting it into practice

Documentation

- Digital courseware included

Participant profiles

- Anyone curious about how they communicate with others
- Anyone in need / wishing to improve their communication skills

Prerequisites

- No prerequisites

Objectives

- Identify the elements of active listening
- Develop a capacity for focusing attention
- Encourage dialogue through questioning and non-verbal communication

Niveau

Fondamental

Classroom Registration Price (CHF)

500

Virtual Classroom Registration Price (CHF)

500

Duration (in Days)

0.5

Reference

COM-ECOU