

**WORKSHOPS
THAT WORK**



LISTEN LIKE YOU MEAN IT

EFFECTIVE LISTENING 101

SIMPLY *HEARING* SOMEONE IS NOT THE SAME AS *LISTENING*

The best way to understand people is to listen to them - really listen! Not only that, but studies show that good listeners are better at anticipating problems, diffusing tense situations, and making well-thought out decisions. When 1,000 human resource executives were asked to identify skills of the ideal manager, the “ability to listen effectively” ranked at the top of the list. Effective listening is an essential skill that everyone should cultivate.



Listen Up

Have an understanding of the stages of the listening process, and where they breakdown.



Message Sent & Received

Identify the difference between hearing and active listening. Learn verbal and nonverbal skills to promote effective listening.



Put It All Together

Gain insights into your own strengths and weaknesses, and equip yourself with practical tools and real-world application.



ABOUT YOUR INSTRUCTOR:

Tiffany Olson earned a B.S. and M.S. in Communication at Illinois State University. Over the last twenty+ years, Tiffany has taught communication courses at the college-level and now focuses her attention on corporate clients, helping them hone their skills through workshops and one-on-one coaching.

PRAISE FROM PAST ATTENDEES:

“This course was a real eye-opener. I understand now why communication was often breaking down within my team. Tiffany taught us several helpful tips and tools to be better listeners, and I already see a positive change in my department.”