

TRAINING PROVIDER	
Singapore Professionals' & Executives' Cooperative Limited	
COURSE INFORMATION:	
Course Title	Harness the Power of Active Listening
Language	English
Course Duration	1 day (7 hours / 9am to 5pm)
COURSE OUTLINE:	
Course Overview & Objectives	<p>Listening is the foundation of communication and a critical skill needed in the workplace and business environment. How well you listen has a major impact on your job effectiveness, and on the quality of your relationships with others.</p> <p>But most of us unknowingly fail to listen. Many of us has a habitual way of listening — a way of fitting what we hear into our preconceived notions. Listening goes beyond just hearing. It involves a high level of observation, empathy and analysis, from reading body language and facial expressions to discerning emotions to accurately processing messages.</p> <p>This course aims to help you improve your listening skills by knowing how to discern hidden messages, kick distracted tendencies, listen in emotional situations or groups, and increase information flow to enhance productivity. As a result, you will receive messages clearly, build rapport with colleagues, avoid mistakes due to miscommunication, and create more positive work environment.</p>
Key Topics Covered	<p>The course explores the following subjects in depth:</p> <ul style="list-style-type: none"> • Understanding the difference between effective and ineffective listeners • How to prepare physically and mentally for listening • How to fulfill listening steps: ready, receive, review, respond, remember • Perfecting questioning techniques • Uncovering hidden messages by comparing body language and words
Learning Outcomes	<p>Upon successful completion of this workshop, participants will be able to:</p> <ul style="list-style-type: none"> • Describe the importance of listening • Identify barriers to listening well • Implement the steps of active listening • Uncover hidden messages • Listen in emotional situations • Increase information flow to enhance productivity and teamwork

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Learning Methodology	The workshop will be delivered in an interactive learning setting and offers the opportunity to apply the concepts in a risk-free environment with simulated exercises and practices; mini case studies; trainer-facilitated group sharing and discussions, self-reflection and action planning; etc.
Who Should Attend	This course will benefit anyone who wish to acquire this critical skill as part of personal development to raise self-awareness of one's habitual listening profile and develop good communication skills by becoming a better listener, at work and non-work environment.