

# Build Your Own

## Active and Effective Listening

Course Code: PD104

Research shows that 80% of business problems are caused by poor communication. This workshop provides the participant with the critical communication skills necessary to succeed in their personal and work environment. Addressing problems by using active listening provides a solid foundation for effective communications, even in difficult circumstances. Examining and implementing the dynamics of effective communication—with emphasis on active listening as the method for understanding the meanings of the messages sent by others—greatly improves communication.

### Learning Objectives

- Recognize opportunities in the workplace for more effective communication
- Analyze the audience
- Learn and practice active listening skills to enhance work relationships and increase effectiveness
- Choosing the best communication method for a situation
- Crafting difficult messages
- Gain insight into the role of culture in interpersonal communication processes
- Experience cultural differences in thought and emotion
- Use questioning skills to enhance communication effectiveness

### Topics & Content

- Online listening skills assessment
- The impact of poor communication in organizations
- Communicating more successfully with others
- Meaning centered communication
- Audience analysis, understanding your intended audience, and shaping your message to reach and persuade your intended audience
- Action Plan to reinforce and transfer learning to the workplace
- The impact of cultural differences on effective communication

### Course Information

#### Duration

1/2 day

#### Audience

This course is designed for personnel in the private or public workforce that wish to improve their listening and communication skills.

#### Accreditations

PMI: 4 PDUs

NASBA: 4 CPEs

OPM: 4 CLPs

OPM Competency: Communications

***“Really enjoyed this time to focus on this skill set, highly recommend it.”***

