The Art of Listening Training

BILGINC IT Academy
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Duration: **1 Day**

Overview

Strengthen communication, build trust, and lead more effectively through intentional listening.

Listening is one of the most essential—and often overlooked—skills in effective communication. Many professionals listen to respond rather than to understand, which can lead to miscommunication, missed opportunities, and weakened relationships. This course focuses on developing intentional listening skills that improve clarity, strengthen connections, and enhance overall effectiveness in the workplace.

You will learn how to move beyond passive hearing to active, engaged listening. Through practical techniques and real-world scenarios, this course helps individuals recognize common listening barriers, ask better questions, and respond thoughtfully. The result is stronger collaboration, improved problem-solving, and more meaningful interactions across teams.

Who Should Attend?

- Managers and team leaders
- Customer-facing professionals
- Project managers
- HR and Learning & Development professionals
- Anyone looking to improve communication and interpersonal effectiveness

What You Will Learn

By the end of this course, you will be able to:

- Differentiate between hearing and active listening
- Identify personal and environmental barriers to effective listening
- Apply techniques to improve focus and attention during conversations
- Use questioning and paraphrasing to ensure understanding
- Demonstrate empathy and emotional awareness while listening
- Respond thoughtfully to enhance communication and relationships
- Build trust and credibility through effective listening behaviors

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Outline

Module 1. The Importance of Listening

- Why listening matters in the workplace
- The impact of poor listening on communication and results
- Common misconceptions about listening

Module 2. Barriers to Effective Listening

- Internal distractions and assumptions
- External interruptions and environmental factors
- Emotional and cognitive biases

Module 3. Foundations of Active Listening

- Key components of active listening
- Maintaining focus and presence
- Verbal and non-verbal listening cues

Module 4. Listening Techniques and Skills

- Asking effective questions
- Paraphrasing and summarizing
- Clarifying and confirming understanding

Module 5. Listening with Empathy

- Understanding perspectives and emotions
- Demonstrating empathy in conversations
- Building trust through listening

Module 6. Responding Effectively

- Avoiding reactive responses
- Providing thoughtful and constructive feedback
- Managing difficult conversations

Module 7. Application and Action Planning

- Identifying personal listening strengths and gaps
- Creating a plan to improve listening skills
- Practicing techniques in real-world scenarios