

# Listening Skills

Based on SAQA's Unit Standard 119454, NQF Level 2, 5 Credits | 4 OPISA CPD Points

## Introduction

*The business world is more complex than ever with demands coming from all directions. Those demands can lead to hearing rather than listening when time is limited. From motivating people to provide needed information to making sure that messages are understood, this course is for people who want to learn how to become better listeners and those who need others to listen to them.*

## Course Objectives

- Define why listening is important
- Demonstrate the use of open and closed questions
- Identify your behavioural style and its unique challenges
- Describe a model of feedback, communication, and listening
- Explain the importance of body language in the listening process
- Demonstrate techniques for better listening to challenging speakers
- Develop an action plan to improve their listening skills

## Course Outline

### Understanding the Importance of Listening

- Listening self-assessment and discussion of why listening is important but often difficult
- Through hands-on activities, participants learn the organisational and personal benefits of better listening

### The Communication Jungle: Why Some People Are Better Listeners

- Understanding your personal communication style and the styles of your co-workers

### A Model for Better Listening

- Exploring a method for better understanding
- Focusing on the speaker, empathise with what is being said, analyse the message, and respond

### Reading Body Language: Non-verbal Cues Explained

- Reviewing the importance of non-verbal communication signals, how they affect the communication process, and how to listen more effectively by recognising these signals

#### Challenging Speakers: Listening When It's Difficult

- Learning to listen better to challenging speakers: non-stop talkers, monotone speakers, boring presenters, etc.

#### Better Questions, Better Answers: Skills for Eliciting Discussion

- Focusing on how to ask open-ended and closed-ended questions and when to use each one

#### Responding to Messages

- Reviewing all concepts discussed and how to respond to messages for maximum impact
- Giving constructive feedback
- Summarising the benefits of listening, your listening style, and techniques for improving listening skills