

AAIM Course Description



Active Listening

The number one cause of confusion, stress, miscommunication, and conflict comes from people not listening to each other. With so many distractions, high levels of stress, and packed schedules, it's hard to focus on what people around you are saying. In this course, participants will find that active listening is the 'bridge' between being a 'so-so listener' to a dynamic listener. This class teaches ways to strengthen concentration, change listening habits, manage interruptions and monitor reactions to effectively communicate.

At the end of this course you will be able to:

- Strengthen your concentration and retention
- Change your 'hearing habits' into 'listening habits'
- Listen with your expressions and body language, as well as with your ears
- Manage daily interruptions that cause you to lose focus
- Monitor your reactions during emotionally-charged conversations

Topics that will be covered:

- Train Your Brain to Focus
- Break Your Personal Bad Listening Habits
- 'High-Talk' Vs. 'High-Think' Personalities
- How to 'Read Between the Lines'
- Listening When You're Bored, Busy, Distracted
- Respectfully Listen and Respond to People You Disagree With
- How To Listen Without Becoming Emotional Or Defensive

Prerequisites: Anyone needing a course in how to listen for comprehension, retention, improved communication and a more authentic connection in all your relationships.

Advanced Preparation: There is no advanced preparation for this course.

Competencies: Interpersonal Communication

Delivery Method: Group-Live | **Course Level:** Overview | **Duration:** Half-day

Continuing Education/Recertification Credits: CPE Credits, HRCI Recertification Credits and SHRM Professional Development Credits may be available for this course.