



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - The Business of Listening, Third Edition

Course Number: AX084-055IG

Days: One Day

Description: This training program is designed to help you acquaint others with effective listening skills. In this course, participants will learn the value of active listening, how to improve their listening skills, and how to develop effective listening skills.

Topic-Level Outline

MODULE 1: WHY SHOULD YOU LISTEN?

The Benefits of Listening a Quiz
The Value of Active Listening
What Do You Know About Listening?

MODULE 2: FOUR KEY ELEMENTS OF GOOD LISTENING

How to Be a Good Listener
Hear the Message
Interpret the Message
Evaluate and Respond to the Message
Listening in Action

MODULE 3: YOUR LISTENING STYLE

Individual Styles

MODULE 4: WHATS YOUR LISTENING ATTITUDE?

Listening Lab: What's Your Listening Attitude
Barriers to Communication
Awareness Exercise
Changing Habits

MODULE 5: TEN TIPS FOR TIP-TOP LISTENING

First Tips
Whole Body Listening Exercise
More Tips
CONCLUSION
Learning Objectives Review
Course Evaluation

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.
Excel Advanced 2013 [Ebook](#), workbooks, and solutions.
Excel comprehensive online courses, email for more details.



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