



# Mosaïque Consulting LLC

## Enhancing Your Active Listening Skills

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Why do we find ourselves talking to some people more than others? If we feel someone is listening, not only do we like them more, but we think they like us. We would all be able to recognize the essentials of good listening and for the most part, it is just being polite.

Being an active listener involves more than just sitting there and being quiet and paying attention, but being an *active* listener requires us to take actions that will encourage the other person to open up and communicate what is really on their mind. Effective and great listening is 'active listening.' Active Listening is a skill that breaks down communication barriers in order to enhance the communication process.

### *Workshop Objectives:*

- Define active listening
- Discuss the difference between hearing and listening
- Review the barriers to effective listening
- Identify some of the 'not so good' listening skills and how to overcome them
- Review the tips to improve your active listening skills



### *Target Audience:*

- Employees, Project Leaders, Managers, and Supervisors, or for anyone who wants to improve their listening skills

### *Course Length:*

- 2 – 4 hours