

Duration: 30 mins

Course level: Introductory

Delivery method: Online

Introduction

While most people hear, many do not listen. To be a good communicator, it is vital to understand the difference between the two.

As with any other skill, listening takes practice. Good leaders are good at listening, which means hearing, interpreting and reacting to what is said.

An Introduction to Listening will help employees understand how to turn listening into an active process, and make the most of this valuable first step towards more effective communication.

Who is the course for?

An Introduction to Listening is most suitable for people who are likely to become first-time managers, or are already in post but have had little or no formal training and limited work experience. It is particularly appropriate for team leaders and managers.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

What will you get from this course?

When you have completed this course, you will be able to:

- recognise the importance of listening skills in improving personal communications and people management
- understand why a communication has proved ineffective.

Course features

An Introduction to Listening takes a practical approach to the skills involved in effective listening. It takes you through the key steps in the process, using on-screen text and an audio summary. You can complete simple exercises and receive immediate feedback.

At the end of the course, there is a multiple choice test to check your knowledge and understanding, which you can take as many times as you like.

You can start this course straight away and use it at any time, as long as you have access to a computer with an internet connection. The course is available for six months from the date first accessed.

Other courses you might be interested in

Briefing Skills

The Apprentice – Negotiating to Win

The Apprentice – Selling, Pitching
and Presenting

Communication Process

Course code: 103080BT054

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