

Lets Learn To listen.....

“Years ago I tried to top everybody, but I don't anymore, I realized it was killing a conversation. When you're always trying for a topper your aren't always listening. It ruins communication”

- Groucho Marx



Training Objectives

- To understand the importance of listening
- To develop the right technique of questioning.
- To underline the process feedback, communication, and listening.
- To analyse the of body language in the listening process.
- To utilize the skill of paraphrasing and summarizing.

Key Training Topics

Relevance of listening in communication

- Self- assessment of ones own listening skills.
- Barriers to effective listening.
- Benefits of active listening

Techniques to listen effectively.....doorway to improve relationships

- Understanding varied types of listening.
- Process of emphatic listening.
- The skill to ask and frame questions.
- Listening beyond verbal expressions.(emphasizes on body language and gestures)
- The art of paraphrasing and summarizing.
- Relevance of feedback in the process of listening.

Venue:
Kinnesqui Training Centre.

Delegates will be able to

- Differentiate between hearing and listening.
- Apply Questioning skills to their advantage.
- Enrich their relationships thru emphatic listening techniques.
- Comprehend the process of communicating, feedback and

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