

## Improving Your Listening Skills

### What is the best way to improve the flow of information and overall communication in an organization?

Help people select the most effective listening approach based on the situation and on the communication needs of others.

*idXready™: Improving Your Listening Skills* provides individuals with the **key to clear communication** through developing an understanding of effective listening techniques.

By incorporating proven, researched-based assessment data, *Improving Your Listening Skills* personalizes the learning experience for each participant. Learners will discover the **five different approaches to listening** and identify their most **natural listening approaches**. Through the use of relevant video and hands-on, experiential learning activities, participants will learn how to **successfully communicate with others by modifying their listening styles** when communicating with team members and customers, **creating efficient, productive, and effective work environments**.

Participants walk away with skills, knowledge, and tools to improve their listening skills, resulting in **improved communications, fewer mistakes and misunderstandings, and more productive information-sharing between team members**.

In *Improving Your Listening Skills*, participants will:

- Recognize the importance of developing good listening skills by reflecting on their past listening experiences
- Discover the five different listening approaches used in communication and the specific characteristics of each approach
- Discover their most natural listening approaches
- Explore their strengths and challenges as listeners
- Identify effective listening approaches and behaviors, and practice modifying their listening approaches to meet the communication needs of team members
- Create action plans to improve their ability to communicate effectively to all team members by using different listening approaches

#### *idXready Programs* synchronize...

- proven learning models • participant pre-work
- rich video assets • validated research-based assessments
- individualized participant manuals • fully scripted leader's manuals
- professional PowerPoint • proven processing activities • contemporary content

