Use active listening to strengthen communication

Description

While it takes a few years to learn to speak, it often takes a lifetime to learn to listen. The key to effective communication is active listening that is practiced on a daily basis. How can you develop your relationship with others by keeping quiet at times?

Course Content

- **Listening as a starting point**
  - Lack of listening and its impact
- **The CARP model**
  - Listen with your eyes too
  - Listening to others rather than yourself
  - Questioning to avoid discrepancies
  - Paraphrasing to show interest
  - Encouraging dialogue
  - Putting it into practice

Documentation

- Digital courseware included

Participant profiles

- Anyone curious about how they communicate with others
- Anyone in need / wishing to improve their communication skills

Prerequisites

- No prerequisites

Objectives

- Identify the elements of active listening
- Develop a capacity for focusing attention
- Encourage dialogue through questioning and non-verbal communication

Niveau
Fondamental
Classroom Registration Price (CHF)
500
Virtual Classroom Registration Price (CHF)
500
Duration (in Days)
0.5
Reference
COM-ECOU

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