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## Development Training

### Course Details

**Code:** **PS2** – Contact Dwight Davis for arrangements regarding this course.

**Name:** **DEVELOPING EFFECTIVE LISTENING SKILLS**

**Type:** Team and Personal Skills Development for employees, supervisors, and managers

**Duration:** 1 Half Day – 8:30 A.M. to 12:30 P.M. or 8:00 A.M. to 12:00 Noon (suggestions only)

**Estimated Cost:** Contact us for a quote tailored to your specific requirements.

**Description:** This course will provide your employees with a comprehensive understanding and importance of effective personal listening skills.

The topics to be discussed are as follows:

- Why effective listening is important
- How to listen effectively
- The process of learning to listen
- Developing the quality of listening
- Effective listening for success
- Understanding other people and points of view
- Listening to help make better decisions
- Importance of active listening
- Characteristics of active listening
- Nine techniques for better listening

**Objectives:** Upon successful completion of this training, your employees will be able to actively and more effectively listen in both individual and group situations. In addition, participants will be able to use additional skills to more effectively listen in team environments to improve communication and make better decisions.

### Course Delivery Method:

The format is classroom workshop facilitation training and instruction.

### Course Materials:

There is one (1) presentation packages for this course with handout packages for participants. "Developing Effective Listening Skills" – 30 pages.

### Notes:

Feel free to bring paper and writing instrument to take notes.

This course will be "fun" as well as educational! You learn MORE when you are having fun!