

InCourage

Listening



Listening for Business

People within organizations need to listen carefully. Salespeople need to listen to the needs of their customers. Leaders need to listen to alternative points of view. Followers need to listen to what leaders expect of them. Team members need to listen to each other to collaborate. Perhaps most importantly, people in innovative “learning” organizations need to listen to ideas. It also takes courage to listen to what we do not want to hear.



Effective listening saves time, prevents misunderstanding and error, and reduces stress. Everything from your personal relationships, to your career results will improve once you practice the secrets of effective listening.

This program will help you get the best from people, build customer-focused organizations and influence those who differ with you. With effective listening you can use the diverse knowledge, wisdom, energy and enthusiasm of all the people you deal with.

Listening For Business provides you with insights into how our “hard wiring” and other mechanisms make listening difficult; reveal the dynamics operating between the “speaker-listener” and “listener-speaker” in any interaction; and provide insight to help you notice patterns, habits and defensive reactions with your information preferences. You will gain insight into the unique and individual ways we each listen and understand a word, a pause or a silence.

This program, co-developed with Carrol Suzuki – Canada’s premier listening coach – is a fun and fast paced, interactive two-day workshop, filled with theory bursts, experiential and awareness exercises, self-assessment tools and video clips from feature films demonstrating masterful listening.

*“Courage is what it takes to stand up and speak; Courage is also what it takes to sit down and listen.” **Carl Hermann Voss***

outcomes

- **Maximize every conversation you have.**
- **Engage more deeply with your clients, customers, boss and colleagues.**
- **Improve insight into the issues and challenges you face every day.**
- **Sustain your energy, equilibrium and enthusiasm, as you help others.**



Let us know how we can serve you!

**Call toll free 1-888-392-6666
or visit our website at www.incourage.com**

This program has been designed to allow for further customization based on your organizational issues. All our programs include in-depth debriefing sessions that reinforce the link between the learning experience and your organizational issues. This, combined with our facilitators’ expertise, is what makes this program an event with impact. For more information, call us toll free at 1-888-392-6666 or visit www.incourage.com