

Listening Skills

GoSkills online course syllabus

Friday, December 1, 2023

Skill level	Lessons	Accredited by
Beginner	15	CPD
Pre-requisites	Video duration	Estimated study time
None	55m	3h for all materials

Set Yourself Up for Listening Success

- 1** **Stack the Listening Environment in Your Favor**
Put yourself in the best position to listen by choosing the right location.
- 2** **Avoid the Multitasking Trap by Focusing on Listening**
Good listening means directing your attention and effort toward the speaker, not working on other tasks or waiting to debate them.
- 3** **The Best Place to Be During an Important Talk**
Attending a meeting or speech isn't enough; sit up front or in clear view of the speaker so you can listen best - and show respect.
- 4** **Technology Will Not Make You a Better Listener**
Avoid trying to use phone recordings or typing during meetings; actively listening is a far superior way to capture detailed information.

How to Understand and Use Body Language

- 5** **Using Eye Contact to Improve Focus**
In many cultures, maintaining eye contact with someone is a sign of respect - and it will help you listen.
- 6** **Simple Ways to Show You're Listening**
Use simple body language and verbal responses to show someone that you're paying attention and understand them.
- 7** **Use Observation to Understand What Others Need**
Paying attention to body language and other non-verbal cues can help you better understand your colleagues and their needs.

Improve Conversations Through Listening

- 8 Master the Art of Not Interrupting**
Interrupting someone is not the same as listening, except in the case of asking for clarification.
- 9 Connect With Your Colleague on the Emotional Level**
If you really listen and empathize with your colleague, you can understand how they truly feel about what they are conveying to you.
- 10 Engage In Conversation at the Right Time**
Restating and paraphrasing what someone said is a helpful way to review and confirm what they've said.
- 11 Use Judgment and Timing to Gain Knowledge**
Asking questions should be about gaining clarity and understanding, not trying to make yourself look smart.

Turn Listening Into Action

- 12 Support Your Listening with Pen and Paper**
Notetaking is an essential tool that complements good listening skills. However, using a phone to take notes might send an unintended message.
- 13 Summarizing the Conversation Adds Value and Trust**
Asking colleagues for clarification is a helpful way to confirm important details while also demonstrating listening skills and building trust.
- 14 Wrap-up Meetings and Supercharge Your Listening**
Preparing one-page summaries of important meetings and emailing them to teammates forces you to listen and focus on all the key points.
- 15 Earn Your New Reputation as a Great Listener**
Have you been listening? Here's a quick recap of the tools you'll want to employ in the workplace as a great listener.

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