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A Different Kind of Speaker  
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<b>Program Title</b>		<b>”Becoming A Better Listener”</b>	
<b>Hours</b>	3 - 5	<b>Presentation Format:</b>	Microsoft PowerPoint & Video
<b>Course Description</b>		<p>We all know that communication is a critical part of every business environment. We are also aware of how often communication breaks down. When there’s a breakdown, we naturally think the solution is in speaking more clearly. But the solution is often in the listening. We can’t take listening for granted. This program teaches the skills that will make people better listeners—and thus better communicators.</p>	
<b>Highlights</b>		<p>Each of us has a habitual way of listening...a way of fitting what we hear into our preconceived notions. We become captives of our way of listening, often unaware that what we hear is not what others are saying.</p> <p>Listening is a skill that needs to be developed. In this course, which includes an accompanying video, participants will witness communication taking place during a typical morning at an office.</p>	
<b>Special Points</b>		<p>Participants will:</p> <ul style="list-style-type: none"> <li>• Learn that clear speaking does not guarantee clear listening</li> <li>• Learn that listening is <u>always</u> interpretive</li> <li>• Learn how culture and personal history shape listening</li> <li>• Learn how perceptions about relative power can limit the exchange of ideas</li> <li>• Learn how changes in mood can cause changes in listening</li> <li>• Learn how effective communication requires listening beyond the words</li> </ul>	