

Carol Price
“Professionally Speaking”

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A Different Kind of Speaker
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Program Title		“Listen Up” The Other Communication Skill	
Hours	3 - 5	Presentation Format:	Microsoft PowerPoint
Course Description		Listening is more than not talking. Communication is a 2-way street, and developing the art of listening benefits everyone. Learn to master the obstacle course in listening by managing the filters that stop it from being effective. When our listening becomes as focused as our speaking, we take control of communication.	
Highlights		Discover which listening skills are invisible and which ones are so visible that it’s obvious: “you have left the building.”	
Special Points		Participants will: <ul style="list-style-type: none"> • Study different types of listening • Study obstacles to listening • Understand the filters used in listening • Assess their listening skills • Recognize when passive listening is sabotaging their competency • Discover the trick all good listeners use • Coordinate body behaviors to signal to a speaker that they are “with them” • Study the listening model • Navigate listening roadblocks • Gain knowledge of listening during conflicts 	