

Active Listening Excellence

Workshop Outline

Description

"The more elaborate our means of communication, the less we communicate."
Joseph Priestly

It is well known that 93% of communication is non verbal – we refer to this as body language. We communicate and understand via most of our 5 senses. How does this impact on our communication when we are on the telephone? When it comes to telephone communication, the tools we have are limited to the tone of our voice and the words we use. This interactive workshop will help your staff or volunteers achieve excellence in communication via the telephone.

Presentation Topics

- ✦ *Definition of communication*
- ✦ *Barriers to effective communication*
- ✦ *Methods of communication (focus on unique challenges of telephone communication)*
- ✦ *Active Listening Process - focus on trust building, identifying different types of questioning, collecting information, clarification techniques and options exploration.*

Learning Outcomes

Upon completion of this presentation participants will be able to:

- ✦ *Participants will be able to **differentiate** between effective and ineffective communication*
- ✦ *Participants will be able to **form** and **use** effective empathy statements to build rapport and trust with callers*
- ✦ *Participants will be able to **apply** the active listening process in order to provide emotional support to callers*
- ✦ *Participants will attempt to **limit** his / her use of the active listening process "avoids"*



To address the preferred learning styles of the participants, Distress Centre Durham workshops and presentations are delivered using a flexible combination of:

- ✦ Multimedia
- ✦ Interactive Discussion
- ✦ Group Work
- ✦ Case Studies and / or Role Plays