

100% Effective

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Online Active Listening Skills Training Course

Quality - Support - Innovation

Listening is one of the most important skills you can have in both your professional and personal life. It not only benefits your overall ability to communicate well but helps you build positive and productive relationships with others.

However, despite the importance of good listening, most of us are not very good at it – we often find our attention wandering when we should be focusing on what someone is saying.

This short online course will help you to improve your listening skills by teaching you the art of active listening. By becoming a better listener, you can forge better relationships, solve problems, resolve conflicts and improve

your productivity. What's more, you'll waste less time on follow-up communication because you'll have absorbed all the information you need the first time.

Our interactive eLearning is optimised for all devices and you can work through the course at your own pace, coming back to more challenging topics at your leisure. You will have one month's access, so you'll have plenty of time to complete the training, activities and the exam.

This course has a British English voiceover and comes with unlimited email and phone support. You'll also receive a certificate on completion and one CPD point.

100% Effective's online Active Listening training has a high customer satisfaction rating, with an average score of 5 stars out of 5.



At A Glance



Fully optimised



One month's access



Unlimited, lifetime support



One CPD point

Benefits

By practising the techniques you learn on this Active Listening Skills course, you will find that your relationships improve, both in and out of work, as the people around you feel their voices are being heard and opinions acted upon.

Some of the benefits of becoming a better listener are:

- Build better relationships
- Improve your productivity
- Resolve conflict at work and at home
- Become a better problem-solver
- Waste less time
- On completion of the course you'll receive 5 CPD points and should have the confidence to improve your communication straight away.

Course Content

This short course will teach you about active listening and help you to become a better communicator.

It will cover the following:

- Define active listening and its key elements
- Understand the communication process
- The importance of body language and eye contact
- Keeping an open mind and dropping your barriers to communication
- Create a good communicative mindset using framing, positive intent and focus
- Identify common problems with listening and work on solutions

Is it for me?

We could all do with improving our listening skills so this course is ideal for anyone. While its focus is on listening in a business environment, the course will help you understand your

current listening style and provide tips that will be of benefit in all circumstances.

There are no prerequisites for this course.



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