

Listening to and observing others

Aim

Understanding others and their perspectives

What's it all about?

This one day workshop provides leaders with the tools to deeply connect with and understand others. Listening and observing are skills that are taken for granted. But not always used to maximum advantage. These skills are key in creating rapport and building good working relations with all colleagues as well as diagnosing emotional states before they are expressed. They are the foundation skills of Emotional Intelligence and therefore must-haves as a leader today.

Why iOpener?

As facilitators we spend our time listening and observing closely. It's a core competence for helping others to increase their skills sets in any area. Our approach means that we'll help delegates find the best in what they do and build on this. That way they'll leverage their interpersonal interactions in any situation.

How?

Participants will take part in individual and group work to develop and build their skills. They will receive feedback from others in the group about their strengths and development needs. And they will also develop a toolkit for deep listening and observing.

Participants?

This workshop is designed for up to six participants.

Outcomes:

Participants will:

- Understand the differences between superficial and deep listening
- Identify their personal listening and observing styles and preferences
- Understand how to build real rapport with anyone
- Recognise personal barriers to listening and observing
- Start to work with intuition and insight
Develop a listening and observing toolkit

Participants cover:

- Listening to and observing others: what causes, 'noise': personal listening preferences
- Working with levels of listening and observing – simple to complex
- Checking out ideas and assumptions to read different others
- Using basic listening tools
- Hearing what's said and unsaid: what and how – working with feelings and intuition
- Matching, mirroring, pacing and leading – listening and observing to create rapport

Target group

Any frontline leader who wants to understand people better.

Option

Think about combining this with an influencing and persuading workshop.

Duration

1 day