

Active listening



TRAINING

How to best understand and feel the other person?

Imagine this: you're letting off all the steam accumulated during the day. Everything that's on your mind, you let it all out. Today's never-ending meeting, the unfair comment and that awkward phone call. Meanwhile your interlocutor nods somewhat absently while scrolling on their smartphone, not asking a single question. "You're not even listening to what I'm saying!"

Connection? Gone! You don't feel heard and understood. And that's utterly exhausting after a hard day. Yes, we understand.

Listening is hard work. Constantly training and staying active, like an all-round athlete. How exactly do you do that?

Listen? Really pay attention, be all ears? During our training you immerse yourself in the twelve disciplines, the twelve listening disciplines. One by one, you practice your listening skills via assignments, and we confront you with your pitfalls. After the training, you will realize that by actively listening, you create more productivity, confidence, team spirit and connection. Say Imboorling said so. Prick up your ears and go!

LENGTH

half a day or a full day

NUMBER OF PARTICIPANTS

between 4 and 12

LANGUAGE

Dutch or English

LEARNING OBJECTIVES

In a nutshell: what will you learn during the training?

To frame why you want to listen to the other person.

How to let go of your own idea and be open to the other person's opinion.

How to make time to let the other person speak rather than answer.

How to make appropriate eye contact to provide emotional safety.

How to nod, mirror the other person's body language and make listening sounds.

How to ask questions instead of freely interpreting or filling things in.

How to show empathy. Link back what you think the other person is feeling and needs.

How to summarise and repeat to check if you have understood correctly.

You can opt for a half day or a full day of training. The content remains the same. However, if you opt for the shorter version the pace will be a bit faster. During a full day of training, there will be more practical cases.

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