

Connecting With Others: Listening and Speaking™ 8 Hour Workshop



It's reality: In today's workplace, people must be able to quickly absorb and share an overwhelming number of messages each day. Human beings continue to be the richest and most insightful sources of knowledge and experience ... when time is allowed for exchange.

This workshop helps answer these vital questions:

- How do we get the information we need to make decisions in the most efficient way possible?
- When does it make sense to take more time to listen to others ... and when should we cut to the chase?
- How can we win the competition for our listener's attention?
- What can we say or do to quickly make our point?

Content & Outcomes

Listening in a Hectic World 4 hours

At a tactical business level, listening is a vehicle to get the information we need to accomplish our work objectives. In today's information-saturated work environment, everyone needs to be able to tune out the "noise" and tune in to what's important. At a more strategic level, effective listening is a powerful tool for maintaining the constructive relationships needed for ongoing job effectiveness. This module presents a listening approach that balances the demands of getting the information we need with the awareness that every interaction provides an opportunity to cement solid work relationships with others.

The purpose of this module is to help participants focus their listening time and attention so they can get the information they need to accomplish their work objectives and maintain constructive relationships with others.

Participants will learn how to:

- ✓ Make better decisions about how and when to spend their listening time and energy.
- ✓ Demonstrate curiosity and open-mindedness when listening to others.
- ✓ Manage internal and external distractions more effectively.
- ✓ Identify the outcomes they are seeking in any listening interaction.
- ✓ Listen to negative feedback non-defensively.
- ✓ Manage the flow of conversation with someone who has a tendency to get off track.

Authorized AchieveGlobal Distribution Partner:

Contact: **Lisa Jean Smith**

507-793-2879 or 612-419-0571

learningjourney@roundlk.net

Speaking to Influence Others 4 hours

While new technologies provide a variety of ways to quickly share information with others, there is still no substitute for speaking in real time when trying to sell an idea, make a point, or persuade others to take action. Speaking clearly, concisely, and convincingly is especially important in today's fast-paced work environment, where people are continually bombarded with competing requests for their attention. This module shows how to organize and deliver one's ideas to get results in such an environment.

The purpose of this module is to provide participants with speaking techniques and strategies that achieve business results by gaining the attention, ensuring the understanding, and influencing the actions of other people.

Participants will learn how to:

- ✓ Organize their thoughts with a focus on addressing the needs of listeners and achieving objectives.
- ✓ Encourage desired action by delivering their messages clearly and concisely.
- ✓ Handle resistance by responding to listeners' ideas, opinions, and concerns
- ✓ Ensure that ideas are acted on by developing concrete follow-up plans.
- ✓ Share ideas for workplace improvements and innovations geared toward better business results.



achieveglobal

Listening in a Hectic World™

Purpose

The purpose of this module is to help participants sharpen their listening skills so they can quickly get the information they need to achieve results while maintaining constructive relationships with others.

Process

During this module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

- Missed listening opportunities
- Key actions for listening in a hectic world
- Deciding when to listen
- Managing distractions
- Demonstrating effective listening behaviors
- Keeping conversations on track
- Practicing the key actions
- Action planning

Payoff

At the end of the module, participants will be able to:

- Make better decisions about how and when they spend their listening time.
- Improve the quality of the information they receive by demonstrating curiosity and an open mind.
- Enhance the accuracy of what they hear by managing internal and external distractions more effectively.
- Improve performance by listening to negative feedback nondefensively.
- Save time by managing the flow of off-track conversations.

Key Content

Key Actions for Listening in a Hectic World

1. Evaluate your need to listen.
2. Manage internal and external noise.
3. Demonstrate a curious and open mind.
4. Manage the flow of the conversation.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



achieveglobal



Authorized AchieveGlobal Distribution Partner:

Contact: **Lisa Jean Smith**

507-793-2879 or 612-419-0571

learningjourney@roundlk.net

Speaking to Influence Others™

Purpose

The purpose of this module is to provide participants with speaking techniques and strategies that achieve business results by gaining the attention, ensuring the understanding, and influencing the actions of other people.

Process

During this module, participants complete a variety of individual and group activities, skills practices, video segments, and large group discussions that explore the following topics:

- Speaking behaviors to avoid
- Key actions for speaking to influence others
- Planning to speak
- How to deliver their message
- Handling concerns
- Requesting action from others
- Action planning

Payoff

At the end of the module, participants will be able to:

- Organize their thoughts with a focus on addressing the needs of their listeners and achieving their objectives.
- Encourage desired action by delivering their message clearly and concisely.
- Handle resistance by responding to listeners' ideas, opinions, and concerns.
- Ensure that their ideas are acted on by developing concrete follow-up plans.
- Share ideas for workplace improvements and innovations geared toward better business results.

Key Content

Key Actions for Speaking to Influence Others

1. Organize your thoughts.
2. Deliver your message
3. Explore responses.
4. Request action.

Typical Time Investment

Time commitment Varies. Please discuss with your certified AchieveGlobal facilitator, or the authorized Distribution Partner. (4 Hours)



achieveglobal



Authorized AchieveGlobal Distribution Partner:

Contact: **Lisa Jean Smith**

507-793-2879 or 612-419-0571

learningjourney@roundlk.net