

# 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:

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