



## LISTENING: THE PERFECT GIFT

*Be more effective on the job by becoming a better listener through personal listening assessment and skill-building.*

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### NUTSHELL

Poor listening habits at work can hurt performance and may have costly consequences. LISTENING: THE PERFECT GIFT is a one-day, learn-by-doing workshop that shows participants what active listening entails and how to become a better listener. One special feature is a personal listening assessment for each participant from data collected before the workshop from coworkers and friends. This insightful workshop will help everyone who works with other people to be more effective on their job.

### BENEFITS AND OUTCOMES

In LISTENING: THE PERFECT GIFT, participants learn:

- How effectively they listen — with the aid of an individual listening assessment from those who work with the participant
- To identify and analyze their own and others' listening behaviors, applying Psychological Associates' exclusive Dimensional® Model of Behavior™
- To connect, concentrate, and collaborate to achieve effective listening
- How to listen for content, understanding, and personal feelings
- To gain receptivity and promote motivation through effective listening skills.

### HOW IT WORKS

At the start of the workshop, participants receive an individualized listening assessment previously gathered from coworkers and friends. Then, participants evaluate their own listening skills. Informed by this data, they participate in learning activities that make them more aware of external listening barriers and discover ways to prevent and overcome them. They also learn to use the Dimensional Model to identify behaviors that help or hinder good listening. To further make their workshop experience relevant, participants apply their new skills to a real-life situation they bring to the workshop. They practice better listening and receive feedback from their teammates. Video demonstrations also reinforce the concepts and help keep the workshop lively and interesting.

