

## ACTIVE LISTENING SKILLS

Audience: General, especially useful for couples, clergy, supervisors, counselors, teachers, and health-care professionals

Description:

Listening—active listening—is at the core of successful interpersonal communications and relationships whether they be personal, social or professional.

Unlike “normal” passive listening, active listening fully involves the listener’s eyes, ears, body language, and voice. Active listening attends to the verbal and nonverbal communications of others and consciously interacts nonverbally and verbally.

The skills of attending behavior, acknowledging content by paraphrasing, and acceptance of feelings by identifying them and gently reflecting them are the focus of this workshop.



Format: (in order of recommended time allowances)

One 3-hour (1/2 day) workshop

One 2-hour workshop (condensed version)