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PHOENIX TS

## Active Listening

**BONUS! Cyber Phoenix Subscription Included:** All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

### Course Overview

Phoenix TS' Instructor-led Active Listening course will provide participants with the techniques needed to develop active listening skills and build deeper connections within the Federal workplace. At the end of this course, participants will be able to:

- Listen actively and effectively
- Ask good questions
- Be able to paraphrase conversations
- Adeptly converse and network with others
- Establish common ground and build relationships with others

### Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

### Course Outline

#### Session One: Course Overview

#### Session Two: Defining Active Listening

- What is Active Listening?
- Identifying Good Listeners

- Tips for Becoming a Better Listener
- Pre-Assignment Review

## Session Three: Body Language Basics

## Session Four: Attitude is Everything!

- Understanding Sympathy and Empathy
- Creating the Right Mindset
- Being Genuine
- Making Connections

## Session Five: Encouraging Conversation

- What Is Said and What Is Heard
- Asking Questions
- Probing Techniques
- Paraphrasing Techniques

## Session Six: Building Relationships

- Building Common Ground
- NLP Tips and Tricks

## Session Seven: Getting Over Listening Roadblocks

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Starting at **\$795**

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301-258-8200 – Option 2.

**GSA**



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