

# Listening: The Forgotten Skill



<b>Course Number:</b>	MTS GI 003	<b>Scheduled Sessions:</b>
<b>Cost Per Person:</b>	\$100/Participating, \$200/Non-Participating	8/29/18
<b>Eligibility:</b>	All	10/30/18
<b>Instructor:</b>	Carol Tripp	2/12/19
<b>Length:</b>	8:30 am – 4:30 pm	5/2/19
<b>Certificate Series:</b>	Professional Development Certificate	
<b>Location:</b>	Des Moines, Hoover State Office Building, Level A	

## Overview:

Improved listening means better job efficiency and productivity. Most employees spend over 50% of their day listening. Accurate listening and retention skills are crucial to help manage the amount of information we receive daily. You will practice practical techniques to improve your listening skills.

## Objectives:

- Learn how communication occurs and the roles of listening, feedback, and perception in the communication process.
- Discuss blocks to active listening and learn methods to overcome these blocks.
- Review and clarify keys to active listening, including attentiveness to nonverbal communication and effective listening basics.
- Nourish creativity through improved listening.
- Identify your listening weaknesses and practice techniques to improve the effectiveness of your listening skills.