

Listening Skills



Course Number:	MTS LS 001	Scheduled Sessions:
Cost Per Person:	\$100/Participating, \$200/Non-Participating	01/29/20
Eligibility:	All	03/04/20
Instructor:	Helena Long	04/08/20
Length:	8:30 am – 4:30 pm	06/03/20
Certificate Series:	Professional Development Certificate	
Location:	Des Moines, Hoover State Office Building, Level A	

Overview:

Given all the listening that we do, you would think we'd be good at it! In fact, most of us are not—research suggests that we only remember between 25 and 50 percent of what we hear! This class will focus on strategies to ensure effective listening.

Objectives:

By the end of this class, you will be able to:

- Describe the importance of effective listening skills to your job proficiency and productivity
- Explain the importance of feedback to effective listening
- List barriers to effective listening (along with strategies to address those barriers)
- Explain how emotional intelligence and social awareness skills can enhance listening effectiveness
- Describe the characteristics of active listening
- Demonstrate tips and techniques to ensure active listening

Listening Skills is highly interactive with group discussion, small group exercises, individual work and case studies.