

Connecting With Others: Listening and Speaking™

Training

Meeting the needs of the new global marketplace with a flexible, total-systems approach

It's reality: In today's workplace, people must be able to quickly absorb and share an overwhelming number of messages each day. Human beings continue to be the richest and most insightful sources of knowledge and experience—when time is allowed for exchange. This workshop helps answer these vital questions:

- How do we get the information we need to make decisions in the most efficient way possible?
- When does it make sense to take more time to listen to others—and when should we cut to the chase?
- How can we win the competition for our listener's attention?
- What can we say or do to quickly make our point?

Module 1: Listening in a Hectic World™

At a tactical business level, listening is a vehicle to get the information we need to accomplish our work objectives. In today's information-saturated work environment, everyone needs to be able to tune out the “noise” and tune in to what's important. At a more strategic level, effective listening is a powerful tool for maintaining the constructive relationships needed for ongoing job effectiveness. This module presents a listening approach that balances the demands of getting the information we need with the awareness that every interaction provides an opportunity to cement solid work relationships with others.

The purpose of this module is to help participants focus their listening time and attention so they can get the information they need to accomplish their work objectives and maintain constructive relationships with others.

Participants will learn how to:

- Make better decisions about how and when to spend their listening time and energy.



Developing the 21st
century workforce™

- Demonstrate curiosity and open-mindedness when listening to others.
- Manage internal and external distractions more effectively.
- Identify the outcomes they are seeking in any listening interaction.
- Listen to negative feedback non-defensively.
- Manage the flow of conversation with someone who has a tendency to get off track.

Module 2: Speaking to Influence Others™

While new technologies provide a variety of ways to quickly share information with others, there is still no substitute for speaking in real time when trying to sell an idea, make a point, or persuade others to take action. Speaking clearly, concisely, and convincingly is especially important in today's fast-paced work environment, where people are continually bombarded with competing requests for their attention. This module shows how to organize and deliver one's ideas to get results in such an environment.

The purpose of this module is to provide participants with speaking techniques and strategies that achieve business results by gaining the attention, ensuring the understanding, and influencing the actions of other people.

Participants will learn how to:

- Organize their thoughts with a focus on addressing the needs of listeners and achieving objectives.
- Encourage desired action by delivering their messages clearly and concisely.
- Handle resistance by responding to listeners' ideas, opinions, and concerns.
- Ensure that ideas are acted on by developing concrete follow-up plans.
- Share ideas for workplace improvements and innovations geared toward better business results.

Please Note: The modules in the workshop are also available via eLearning and virtual instructor-led training.

Achieving Results Through Genuine Leadership® goes far beyond the classroom door by including assessment, knowledge acquisition, skills practice, reinforcement, application, and consulting tools and services. Please work with your AchieveGlobal representative to determine which parts of, and in what sequence, *Achieving Results Through Genuine Leadership®* will best meet the unique needs of your organization.

This system and all of its components was developed and tested to work in a broad range of industries and contexts. Its discovery- and activity-based design ensures the standard activities, exercises, practices, and role plays aren't just self-tailoring for your organization, they're self-tailoring for each specific learner. Learners choose to work out challenges and situations unique to them, and these "real-life" examples are built in at no additional cost. If you want to formally customize the product to include company-specific role plays, policies, or goals, please contact your account executive.

About AchieveGlobal

In the 21st century, the level of human skills will determine organization success. AchieveGlobal provides exceptional development in interpersonal business skills, giving companies the workforce they need for business results. Located in over 40 countries, we offer multi-language, learning-based solutions—globally, regionally, and locally.

We understand the competition you face. Your success depends on people who have the skills to handle the challenges beyond the reach of technology. We're experts in developing these skills, and it's these skills that turn your strategies into business success in the 21st century.

These are things technology can't do. Think. Learn. Solve problems. Listen. Motivate. Explain. People with these skills have a bright future in the 21st century. AchieveGlobal prepares you for that world.



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