

Listen Up!

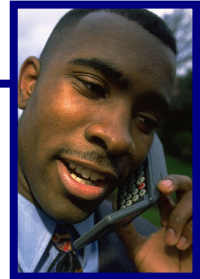


A real-life look at

listening

in the workplace, and beyond.

“Did you hear what I said, man?”



1. Discover the Basic Listening Skills, Plus A Listening Evaluation

- a. The Communication Model, Common Barriers, Basic Tools, Why Can't We Hear Them, 3 Tips for Better Listening, and more.

2. How to Use Some New Listening Tools

- a. How to listen for greater understanding and empathy
- b. The Power of Reflective Listening
- c. High Performance Listening
- d. Discovering Active Listening

3. Learn a new Language

- a. The Behavioral Styles and the differences they create
- b. Learning YOURS
- c. Learning THEIRS
- d. Listening to your *DIFFICULT* people

4. How To Be Sure You're Heard

- a. Using the right behavioral language to get their attention
- b. How to get better results with EVERYONE, at work, at home... ANYWHERE!



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