

# Effective Listening for Leaders

*A webinar series*

*Effective Listening for Leaders* will help you:

- Identify the 5 Listening Approaches
- Determine your listening strengths
- Close gaps in communication breakdowns
- Reduce conflict due to miscommunication with your employees

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Successful organizations know that effective communication bolsters employee morale, boosts performance, and increases the bottom line. They also know that the strongest influence on the quality and outcome of all communications is the ability to listen well. Only by listening effectively can people respond appropriately.

Communication research shows that people listen with a preferred approach. Leaders who understand their preferred approach to listening will be more attuned to the specific communication situation, thereby increasing their listening effectiveness.

The *Effective Listening for Leaders* webinar is a three-part process that blends overall communication concepts with a personalized feedback report to help participants identify listening strengths and potential gaps in communication effectiveness.

**Part I: Pre-work.** Participants complete a brief online listening preferences response form. The data collected is compiled into a 16-page Personal Listening Profile®.

## **Part II: What's My Preferred Listening Approach and How Does It Impact My Team?**

Research indicates there are 5 Listening Approaches and that people tend to use one or two approaches most frequently. This 90-minute webinar session explores participants' unique approach to listening and how this approach influences the way they interact with those around them. Participants receive a personalized Gap Analysis that helps them identify listening situations in which they excel and others that may need refining.

## **Part III: How to Use the 5 Listening Approaches: Group Discussion and Tips/Hints**

During this 90-minute webinar, participants discuss ways to use the 5 Listening Approaches to improve interactions with individuals in the leader's workplace. Participants analyze how "in sync" they are with their listeners and how to modify their communication approach to best meet the needs of their audience.

### **About Your Session Facilitator:**



*For over 20 years, Jennifer V. Miller has worked with leaders and teams to help them "master the people equation". A former manager in corporate America, she's well-versed in the nuances of communication. She's facilitated over 1000 workshops during her career on a variety of "people skills" topics: leadership, customer service, sales relationships and teamwork.*

*An avid writer, Ms. Miller's work has been featured in a variety of print and online publications, including Forbes.com, OfficePolitics.com, the Women of HR, The Human Capital League and Executive Traveler magazine.*