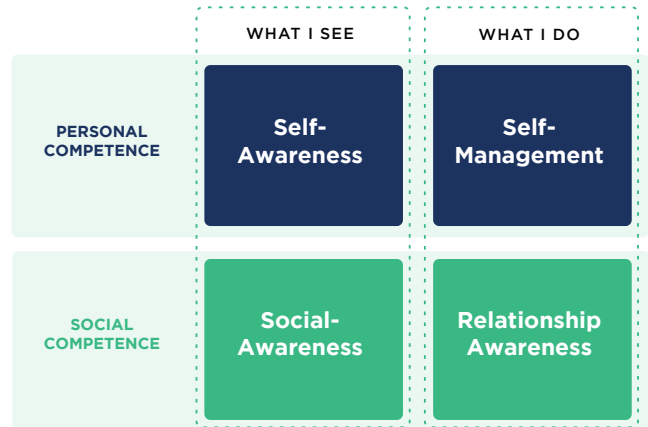


EQ IN ACTION

THE ART OF ACTIVE LISTENING

What helps us be better, more active listeners, is accurately observing others' verbal and non-verbal communication. This leads to a better understanding of who they are, what challenges they face, what they need from us, and how we can connect with them to strengthen the relationship. This is perspective seeking, or our ability to be curious about others beyond surface observations. We can do this when we tune up our emotional intelligence, especially our core EQ social competency, social awareness.

Social awareness is all about enhancing our understanding of others or getting "below the waterline"—there is far more to the picture than what we can readily observe (like the "tip of the iceberg"). We need to actively work to uncover what is not easily observed, like someone's motivations, intentions, values, challenges, and more. Listening with EQ means that we tap into our social awareness strategies, among others, and pay close attention to what someone is saying, how it is being said, and why it is being said. Seeking out these observational data points unlocks more of a complete picture of someone else, leading to better communication and better relationships. Indeed, our social awareness, and EQ more generally, unlocks our ability to actively listen.



"Listening is an essential component of effective communication. Research shows that listening influences up to 40% of job performance, and that it is a skill we can learn and master with practice."

Dr. Travis Bradberry & Dr. Jean Greaves,
Emotional Intelligence 2.0

COURSE DETAILS

The Art of Active Listening is a practice-based session where participants learn how to listen with emotional intelligence. In this program, participants learn practical techniques to enhance communication and deepen connections to better drive results.

LEARNING OBJECTIVES

- ✓ Define listening.
- ✓ Explore barriers to effective listening, including emotional obstacles.
- ✓ Discover how to listen with emotional intelligence.
- ✓ Practice curiosity-based listening.

LEARNING OUTCOMES



Increased recognition of the power of listening: Better understanding of why listening is crucial in personal and professional contexts and recognize common barriers to effective listening.



Improved self-awareness of listening skills and barriers: Participants will gain self-awareness of their current listening skills and behaviors and acquire practical techniques for managing their own obstacles to effective listening.



Enhanced communication effectiveness: Participants will get practice applying curiosity, empathy, self-awareness, and emotional regulation during interactions to make them more effective.

GET STARTED

Click here to learn more about EQ in Action, our new suite of programs designed to address critical challenges in any organization, or contact us at 1-888-818-SMART.