

# Listening Skills: An Introduction To Listening

**Course length:** 45 mins\*

**Course Code:** 103080BT054

**This course helps you to understand the importance of listening and allows you to develop better listening skills.**

## Benefits for the Learner

Most people “hear” – most do not “listen”. To be a great communicator, you need to understand the vital difference between the two.

Like any other skill, listening takes practice. This course is packed with tips to help you become a better listener. You’ll be shown how to turn listening into an active process where you hear, understand and judge what you are being told.

## Benefits for the Business

You cannot be a good leader unless you are a good listener – poor listening skills prevent your managers from hearing, interpreting and reacting to important feedback from colleagues and customers.

Poor listening habits are very common – far more common than poor speaking skills. The good news is that this course is an excellent first step to help your managers develop the package of skills needed to become an effective listener and a better communicator.

## What Does the Course Cover?

- The difference between hearing and listening
- The benefits of good listening to the individual, the manager and the organisation
- The human communication process

## How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 45 minutes to complete.

\*Courses are accessible for six months from the date of purchase.